Version 9.6

AT&T Global Network Client

User's Guide

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Overview

The AT&T Global Network Client is a program that enables your Windows computer to easily connect to the Internet or your company's private network.

Using this Document

This document is intended for all users of the AT&T Global Network Client as a tool to understand the basic function and configuration of the AT&T Global Network Client.

The reader is assumed to have basic knowledge of Microsoft Windows and computer networking.

This document may refer you to your Customer Account Administrator for additional help on various topics. Your Customer Account Administrator is likely an employee at your company who can provide you with additional support and is usually a technical resource for your company.

Related Documents

AT&T Global Network Client Administrator's Guide

ftp://ftp.attglobal.net/pub/client/win32/9.6.0/adminguide.pdf

AT&T Domain Login Guide

ftp://ftp.attglobal.net/pub/client/win32/9.6.0/domainlogonguide.pdf

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AT&T Global Network Client Overview

The AT&T Global Network Client is software that allows Windows devices to easily access the Internet and your company's private network from many locations around the world. It provides a simple, powerful interface that helps you detect and connect over mobility, Wi-Fi, broadband, dial, and ISDN networks. It also provides security policy enforcement, offline hotspot and dial directory browsing, detailed connection history, and in-depth diagnostic logging.

The AT&T Global Network Client is available in two installation packages. The AT&T Global Network Client installation package includes all required and optional features and can be used for the majority of installations. The AT&T Global Network Client for Export installation package does not contain VPN encryption software for use in countries to restrict the import of such technology. More information about the AT&T Global Network Client Editions can be found in the Installation Chapter of this document.

Preparing for Installation

System Requirements

The AT&T Global Network Client and its components are supported* on the following operating systems and hardware. (The AT&T Global Network Client may function properly on other operating systems and lesser hardware, but it is not formally tested or supported):

Operating System	Software	Hardware
Windows® 7 Windows® 8/Windows 8.1 **Administrator Rights Required**: The user must have administrator rights when the installation is executed.	Windows Installer 3.5 or later .NET Framework 4.0/4.5 MSXML 3 or 4	IBM PC or 100% compatible 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor 2 MB RAM or higher recommended 250 MB free disk space Dial connection: 14,400 modem recognized & configured by Windows Wi-Fi connection: wireless adapter that adheres to NDIS 5 specifications and tested by AT&T Mobility connection: PC Mobility Card

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*The following limitations apply to support for Windows 8:

- As with previous releases, drivers for embedded devices are provided by the laptop manufacturer (check for availability before upgrading)
- When connecting to AT&T Wi-Fi and certain Partner Hot Spots, the operating system may unnecessarily display the browser

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Requirements for Installation & Use

Before starting the AT&T Global Network Client installation and setup, verify you have the information required in the following checklist. If you are missing any information, please contact your AT&T account administrator.

- Administrator rights to install or upgrade
- Your Windows install media (CD or installed MSI files) may be required.
- Hardware/Equipment necessary to establish basic network connectivity. For example, an existing Internet connection via cable or DSL, Wi-Fi, Mobility modem/card, ISDN terminal adapter, or a Dial modem & phone line.

For credential driven connections:

- Account
- User ID
- Password, passcode, or PIN and token

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AT&T Global Network Client Editions

The AT&T Global Network Client is packaged in three editions. You should only install the edition provided to you by your Customer Account Administrator. Installing an edition which includes services your company does not use may prevent you from connecting to the Internet or your company's private network.

An overview of the installation package to be used with each service is shown in the table below.

	AT&T Global Network Client	AT&T Global Network Client for Export
Remote Access Services	✓	✓
AT&T VPN Services	✓	
Extended Access	✓	✓
AT&T Global Network Client Firewall	✓	✓
Lightweight Policy Enforcement	✓	✓
Mobile Drivers	✓	

Figure 1: AT&T Global Network Client Installation Packages

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Obtaining the AT&T Global Network Client

The AT&T Global Network Client is distributed through a public Internet download. If you have previously installed from a private FTP/Intranet download location, you may be using a custom version of the AT&T Global Network Client; contact your Customer Account Administrator to request an updated version.

Users of Custom Version: Do not manually download new releases. Contact your AT&T Account Representative to request an updated custom version.

Package	Downloads
AT&T Global Network Client	ftp://ftp.attglobal.net/pub/client/win32/9.6.0/agnc.exe
AT&T Global Network Client for Export	ftp://ftp.attglobal.net/pub/client/win32/9.6.0/agnc_export.exe

Figure 2: Download Location Table

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Installation

Upgrading Previous Releases

If you already have the AT&T Global Network Client (version 7 or later) installed on your workstation, the installation can perform an upgrade to version 9.x. During the upgrade, the previous AT&T Global Network Client will be uninstalled, the workstation may be rebooted, and then the new AT&T Global Network Client will be installed. Your user data and AT&T Global Network Client customizations will be preserved.

To upgrade you must be running version 7.0 or higher: If you are using a version of the AT&T Global Network Client prior to version 7.0, you should uninstall your current version prior to installing.

If you are using a version prior to version 7.0 of the AT&T Global Network Client, it is recommended you uninstall your current version prior to installing the latest release of the AT&T Global Network Client.

If you already have a 7.0 or later version of the AT&T Global Network Client installed, when you launch the installation program the upgrade confirmation dialog shown below will be displayed. Click **Yes** to continue.

AT&T Global Network Client
AT&T Global Network Client
This package will upgrade your installation to the AT&T Global Network Client Version 9.5.0.2057.
Product Version: 9.5.0.2057
< Back
Next >
Cancel

Figure 3: Upgrade Confirmation Dialog

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Installation

Begin the installation by double-clicking on the executable file on your installation media (USB drive, software download, etc.). The executable file name for each of the editions is shown below.

Installation Package	Executable File
AT&T Global Network Client	agnc.exe
AT&T Global Network Client for Export	agnc_export.exe

Figure 4: Executable File Names Table

Step 1

Click **Next>** on the Installation Confirmation Window to continue.

AT&T Global Network Client
AT&T Global Network Client
This package will install the AT&T Global Network Client on your computer.
WARNING: This program is protected by copyright law and international treaties.
Product Version: 9.5.0.2057
< Back
Next >
Cancel

Figure 5: Installation Initialization Window

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Step 2

You must agree to the License Agreement to continue. Click the checkbox next to **I accept the terms in the license agreement**. Click **Next>**.

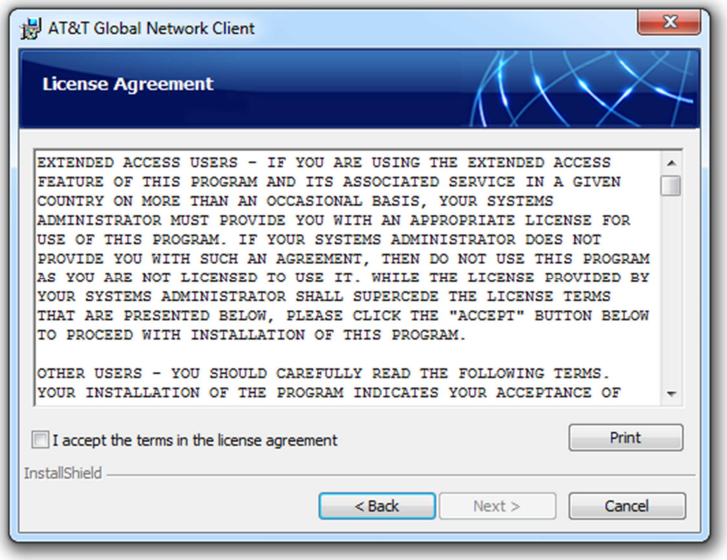
AT&T Global Network Client
License Agreement
EXTENDED ACCESS USERS - IF YOU ARE USING THE EXTENDED ACCESS FEATURE OF THIS PROGRAM AND ITS ASSOCIATED SERVICE IN A GIVEN COUNTRY ON MORE THAN AN OCCASIONAL BASIS, YOUR SYSTEMS ADMINISTRATOR MUST PROVIDE YOU WITH AN APPROPRIATE LICENSE FOR USE OF THIS PROGRAM. IF YOUR SYSTEMS ADMINISTRATOR DOES NOT PROVIDE YOU WITH SUCH AN AGREEMENT, THEN DO NOT USE THIS PROGRAM AS YOU ARE NOT LICENSED TO USE IT. WHILE THE LICENSE PROVIDED BY YOUR SYSTEMS ADMINISTRATOR SHALL SUPERCEDE THE LICENSE TERMS THAT ARE PRESENTED BELOW, PLEASE CLICK THE "ACCEPT" BUTTON BELOW TO PROCEED WITH INSTALLATION OF THIS PROGRAM.
OTHER USERS - YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS. YOUR INSTALLATION OF THE PROGRAM INDICATES YOUR ACCEPTANCE OF
I accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

Figure 6: License Agreement Window

Step 3

A **Typical** installation is recommended. You should only change to **Custom** if your account administrator has provided you with detailed instructions for a **Custom** installation. Click **Next>**.

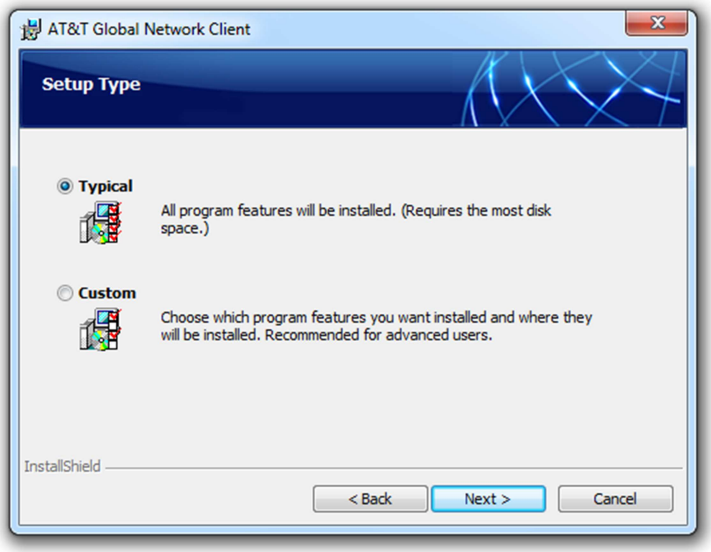
AT&T Global Network Client
Setup Type
Typical
All program features will be installed. (Requires the most disk space.)
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

Figure 7: Typical or Custom Selection Window

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Step 4

You can choose the Hotspots for the geographies you need or know you will be visiting.

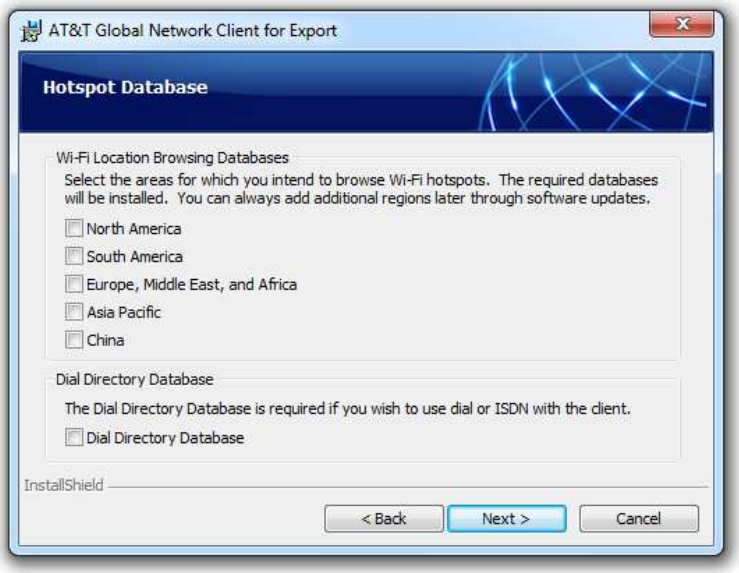
AT&T Global Network Client for Export
Hotspot Database
Wi-Fi Location Browsing Databases
Select the areas for which you intend to browse Wi-Fi hotspots. The required databases will be installed. You can always add additional regions later through software updates.
North America
South America
Europe, Middle East, and Africa
Asia Pacific
China
Dial Directory Database
The Dial Directory Database is required if you wish to use dial or ISDN with the client.
Dial Directory Database
InstallShield
< Back
Next >
Cancel

Figure 8: Wi-Fi and Dial Selection Window

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Step 5

Click **Install**.

Note: Choose "Custom" installation if you wish to:

- Connect directly to a cellular or Wi-Fi connection without the AT&T Global Client prompting you for credentials.
- Enable default Persistent Connection settings.
- Select your Language Support.

See the section below on "Custom Installation

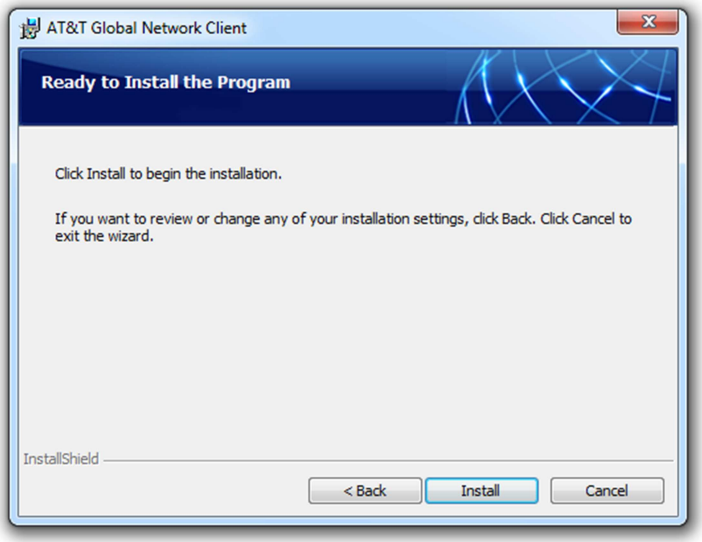
AT&T Global Network Client
Ready to Install the Program
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Figure 9: Installation Ready Window

Step 6

Click the checkbox next to **Launch AT&T Global Network Client Edition** to immediately launch the AT&T Global Network Client. Click **Finish**.

Figure 10: Installation Complete Window

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Filter Driver Installation

The installation program will attempt to automatically prevent a Driver Installation Error when installing the AT&T Global Network Client Filter Driver on Windows 7. Upon detection of the error, the Installation Program is designed to increase the MaxNumFilters key by 1. It will then continue with the installation. The installation program will continue incrementing the MaxNumFilters until it is able to complete the installation.

Failed Installation

If you cancel the installation prior to receiving the Installation Complete Window confirmation, or an error occurs during installation, an error window will confirm the installation was not successful. Click **Finish** and reboot your computer before attempting installation again or resuming other work.

AT&T Global Network Client
Installation Interrupted
The installation was interrupted before AT&T Global Network Client could be completely installed.
It may be necessary to reboot your computer before installing the client. Please reboot your computer and run the installation again.
Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 11: Installation Interrupted Window

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Custom Installation Options

Selecting Custom Installation Path

To access Custom Installation Options, select **Custom** during Step 3 of the Installation as described above and as shown in Figure 12: Custom Installation Path. Click Next> to continue and view Custom Installation Options.

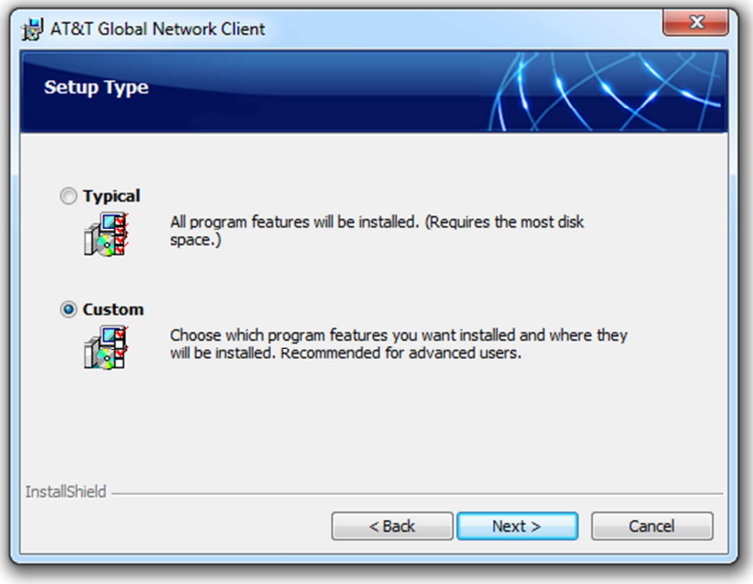
AT&T Global Network Client
Setup Type
Typical
All program features will be installed. (Requires the most disk space.)
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

Figure 12: Custom Installation Path

Including Optional Features

Each edition of the AT&T Global Network Client should include the core features necessary for most services. You should only select custom features if instructed by your Account Administrator. When installing the AT&T Global Network Client you must select the Custom Installation Path to access optional Features.

Selecting Your Language Support

The AT&T Global Network Client automatically installs support for English, French, German, Japanese[1] or Spanish languages.

Installing the files necessary to support English language is required. Support for other languages is configurable.

Expand the **Languages** folder to change your language support settings.

Select the arrow next to the language you wish to change to view available options.

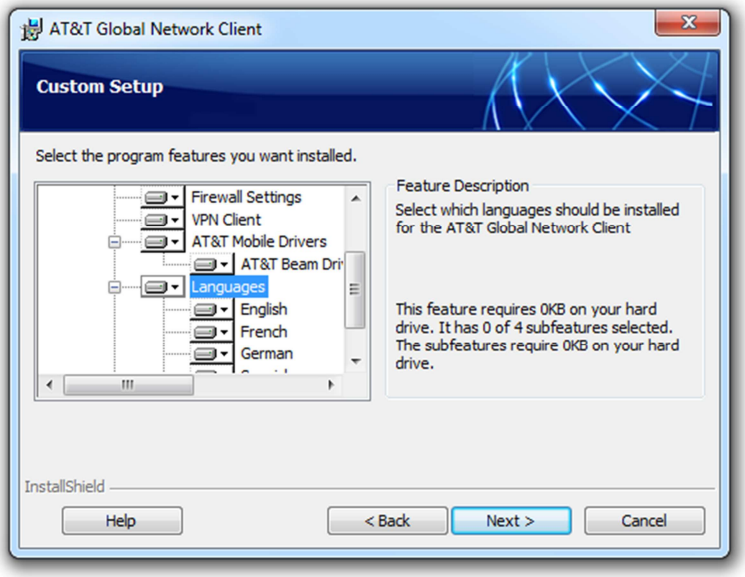

Figure 13: Language Selection

[1] Japanese is only supported if installed on a Japanese version of the Microsoft Windows Operating System.

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Once all optional features have been selected, click **Next>** to continue installation.

Mobility Device Driver Installation

When installing, the Mobility Device Drivers can optionally be selected for installation, except when using the Export installation package.

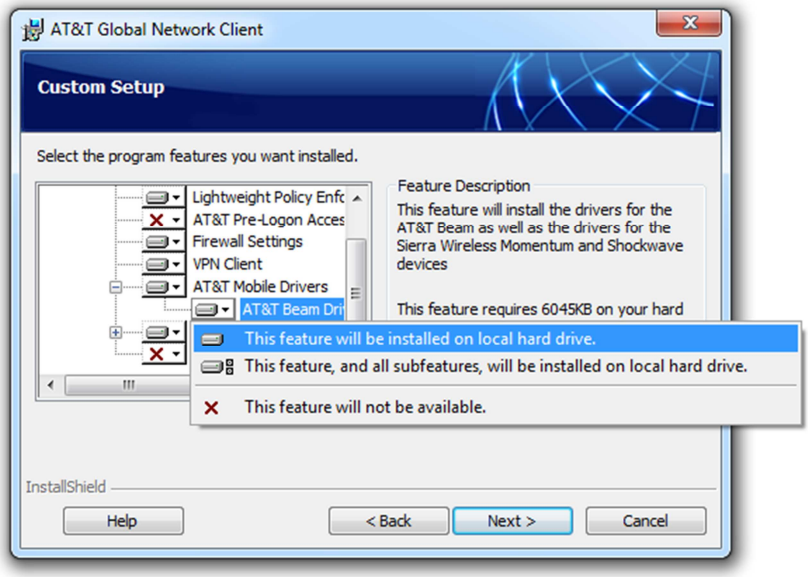
AT&T Global Network Client
Custom Setup
Select the program features you want installed.
Lightweight Policy Enfc
AT&T Pre-Logon Acces
Firewall Settings
VPN Client
AT&T Mobile Drivers
AT&T Beam Dri
Feature Description
This feature will install the drivers for the AT&T Beam as well as the drivers for the Sierra Wireless Momentum and Shockwave devices
This feature requires 6045KB on your hard
This feature will be installed on local hard drive.
This feature, and all subfeatures, will be installed on local hard drive.
This feature will not be available.
InstallShield
Help
< Back
Next >
Cancel

Figure 14: Mobility Device Drivers

Select Hotspot Databases

Starting with Version 9.2.0, the hotspot databases are now segmented so users no longer have to download the entire database. They can now select just the databases that they will be using in their day to day activities.

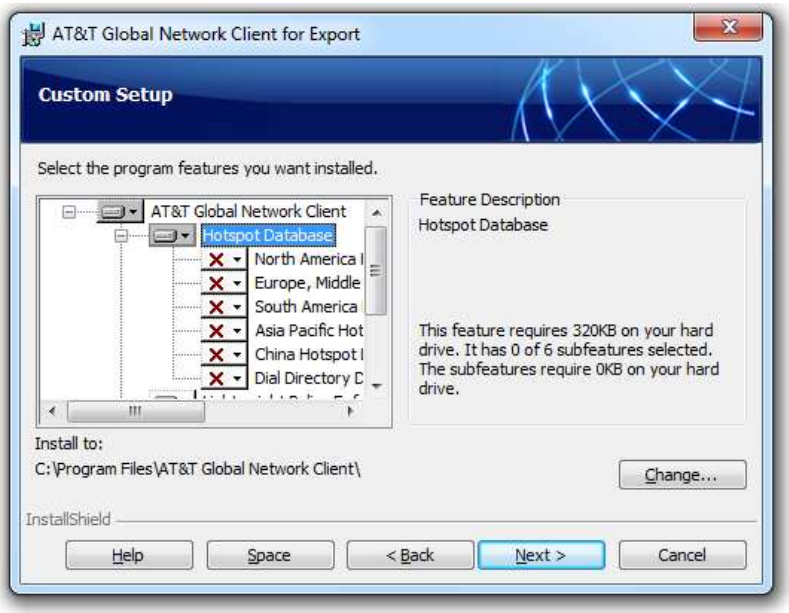

Figure 15: Hotspot Database

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AT&T T6 Client

The AT&T T6 Client provides support for IPv6. IPv6 is designed to succeed IPv4, the current version of Internet Protocol. The AT&T Global Network Client does not automatically install the AT&T T6 client. Use the Custom installation path to install the AT&T T6 client.

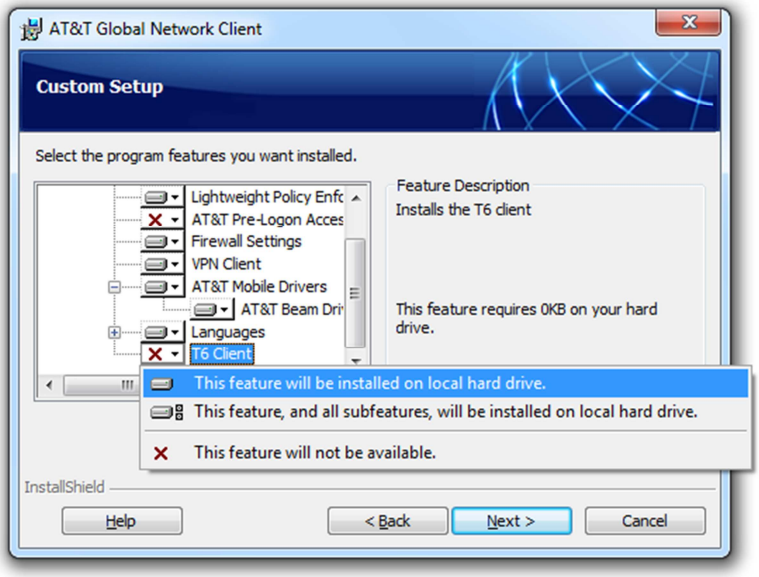

Figure 16: AT&T T6 Client Installation

Shortcuts

You can choose to have the installer create an icon on your desktop and/or your quick launch bar.

Click **Next>** to continue.

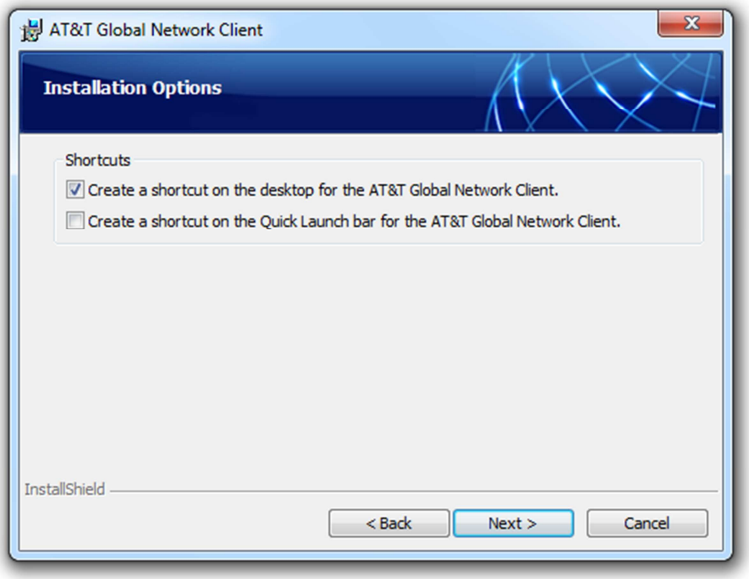
AT&T Global Network Client
Installation Options
Shortcuts
Create a shortcut on the desktop for the AT&T Global Network Client.
Create a shortcut on the Quick Launch bar for the AT&T Global Network Client.
InstallShield
< Back
Next >
Cancel

Figure 17: Shortcuts

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Connecting Directly to a Mobility or Wi-Fi Network

Installation Option for Mobility Internet Connections Without Prompting for Credentials

Some networks do not require AT&T Global Network Client authentication to obtain network access. There are two options that will allow users to connect directly to mobility or Wi-Fi networks without entering AT&T Global Network Client credentials. During install you can select the "Custom" Installation option and under "Network Access Option", enable the checkbox **Default to "The Internet" for network connections…** (see figure above). By checking this box at installation you will not be required to enter RAS credentials for mobility or Wi-Fi use. Alternately, your administrator can set this checkbox to default to being selected for all users at install by referring to the Customizations section of the Administrators guide document.

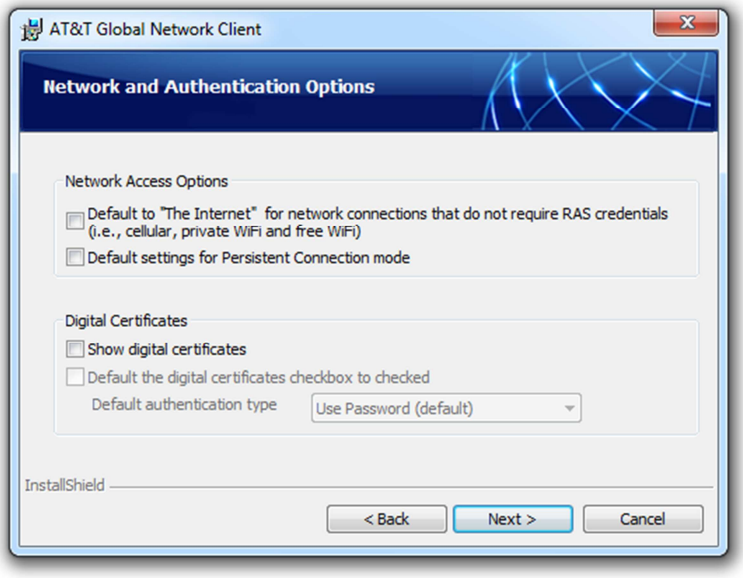
AT&T Global Network Client
Network and Authentication Options
Network Access Options
Default to "The Internet" for network connections that do not require RAS credentials (i.e., cellular, private WiFi and free WiFi)
Default settings for Persistent Connection mode
Digital Certificates
Show digital certificates
Default the digital certificates checkbox to checked
Default authentication type
Use Password (default)
InstallShield
< Back
Next >
Cancel

Figure 18: Network and authentication options

Default Settings for Persistent Connection Mode

Default Persistent Connection settings can be enabled by you or your account administrator during installation. The default settings do the following:

- Create a shortcut to the AT&T Global Network Client executable in the All Users Startup folder.
- Enable the "Minimize main window to system tray" checkbox in the "When this program starts" section of the Preferences tab of Login Properties.
- Enable the "Minimize main window to system tray instead of taskbar" checkbox in the "After connecting" section of the Preferences tab of Login Properties.
- Set the default connection sequence to Persistent connection.

During install you can select the "Custom" Installation option and under "Network Access Option", enable the checkbox **Default settings for Persistent Connection mode** (see figure 16 above).

Connecting to the Network

Most users are able to establish a connection with no manual configuration prior to their first connection. The AT&T Global Network Client includes an Automatic Connection feature which will attempt a connection over all possible network types installed on your computer.

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Starting the AT&T Global Network Client

To launch the AT&T Global Network Client double-click on the **AT&T Global Network Client** icon on your desktop OR click **Start**, click **All Programs**, Click **AT&T Global Network Client** folder, and click **AT&T Global Network Client**.

Figure 19: AT&T Global Network Client Icon

Connecting

To connect, click the large green **Connect** button on the **Main Window**. Clicking the large green **Connect** button will cause the application to attempt to connect using best connectivity method available at that time. The application will try to connect using each of the available methods in the order shown on the main window. If you would prefer to select a specific connectivity method to use for the connection attempt, click on the smaller green **Connect** button beneath the method desired, e.g. Wi-Fi.

Figure 20: Main Window

Figure 21: Wi-Fi Connect Button

If a connection sequence item is unavailable, the AT&T Global Network Client will grey-out the item and will not attempt to use it during an automatic connection attempt.

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Figure 22: Connection Panel with Unavailable Connection Methods

The first time you attempt to connect, the AT&T Global Network Client will prompt you to enter your **Account**, **User ID**, and **Password**. If your administrator allows it, you may click **Save password** to save your password in the AT&T Global Network Client and you will not be prompted to enter it for future connections. Click **OK**.

Figure 23: Network Login Window

Token Users If you are using an authentication type which requires a PIN and token, enter your PIN immediately followed by the current token in the Password field. See the section titled PIN and Token Authentication on page 31 of this guide for additional information.

When the AT&T Global Network Client has completed the connection, the Main Window will show a throughput graph of the current traffic for your connection and the **Disconnect** button will be available to terminate your connection.

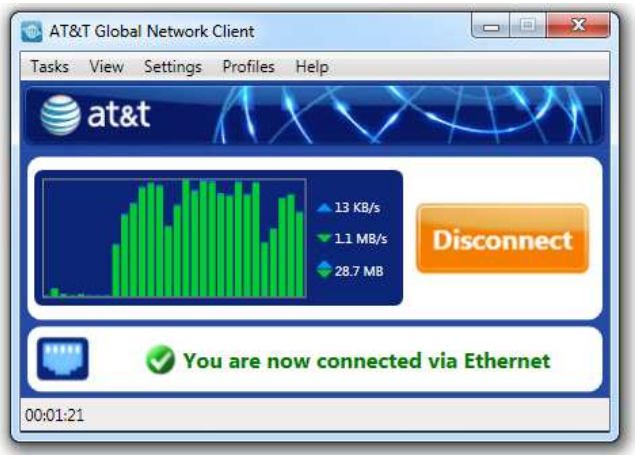

Figure 24: Main Window/Connected

Dial

The Dial connection is not shown by default and can be added *if needed* at install time with the SHOW_DIAL Public Property or by selecting 'Show Dial Connection' from the Dial Settings menu.

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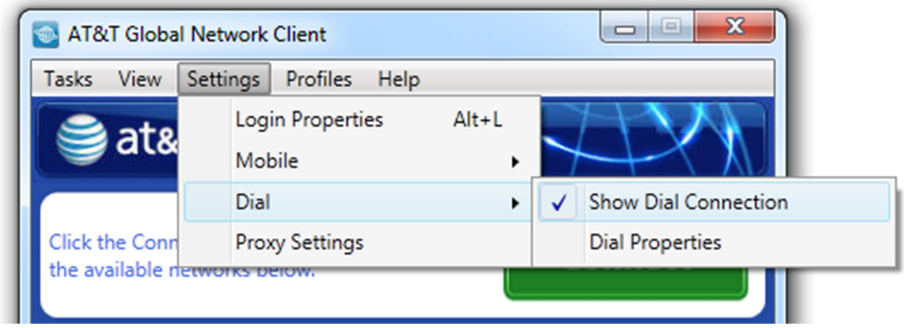

Figure 25: Show Dial Connection Menu

Figure 26: Main Window with Dial Connection Shown

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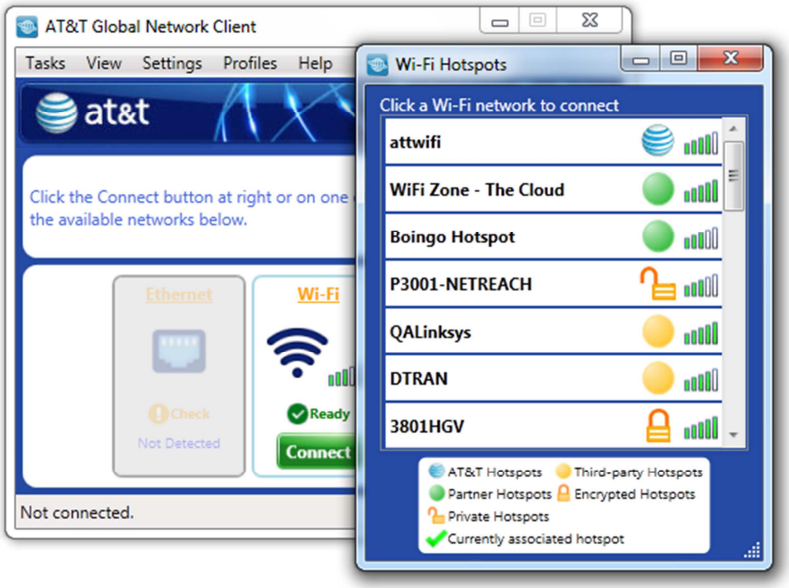

Figure 27: Main Window - Available Network Details

Connected

Included on the **Main Window** when connected is a throughput meter which shows your network statistics for your current connection. You can mouse over the numbers of the throughput meter for more information about each number. Starting in the upper right hand corner and moving clockwise, displayed are the statistics for:

- Maximum Number of Bytes Transferred per Second
- Bytes Sent in the Last Second
- Bytes Received in the Last Second
- Bytes Sent/Received to the Network

Security Status

When enabled by your Account Administrator, a Security Status Bar is shown on the AT&T Global Network Client Main Window. The Security Status Bar includes useful information about your computer and network security.

Click on the icons in the **Security Status Bar** at the bottom of the **Main Window** to open a pop-up window with information related to the icon topic.

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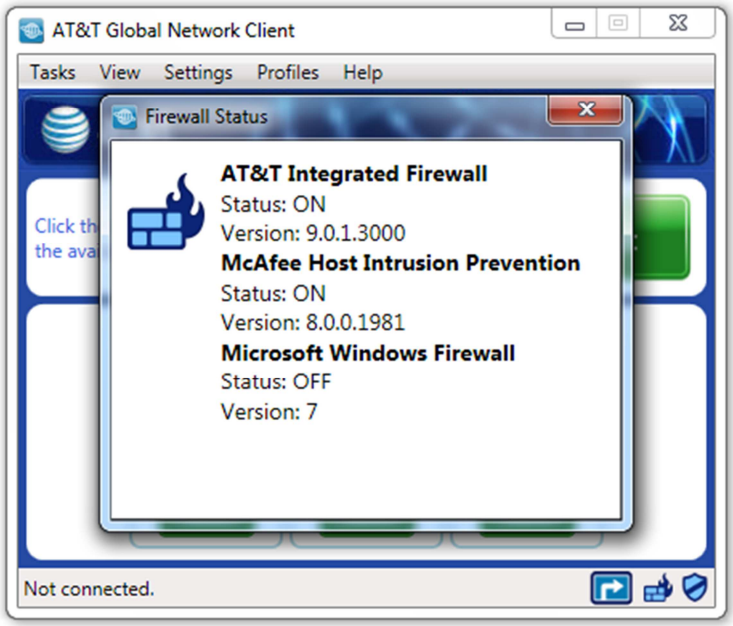

Figure 28: Firewall Status Info

The icons in the security status area can display the following states:

Icon	Status
	Firewall available and on, no additional action is required
	Firewall off or not present, additional action or configuration is needed if your company is enforcing a firewall policy
	Anti-malware (anti-virus and anti-spyware) are available and on, no additional action is required
	Anti-malware (anti-virus and anti-spyware) are off or not present, additional action or configuration is needed if your company is enforcing an anti-malware policy
	A mobile device which includes the ability to provide GPS data via the NMEA port is present and available

Change Password

You can change your password while establishing your connection. From the Network Login Window, click the **Change** button to display password change fields as shown below. Enter your current password in the **Password** field and enter your new password in the **New Password** and **Confirm new password** fields. Your password may be required to meet criteria defined by your administrator (e.g., it may need to be a minimum number of characters). Click the **Password Rule** button to view your currently

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configured password rules. Click OK on the Network Login Window to connect and change your password.

Figure 29: Network Login Window Change Password Option

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Saved Login Information

After your first successful connection, if your Customer Account Administrator allows you to save your network login credentials and password and you selected the Save Password checkbox on the Network Login window, the Network Login Window will no longer be displayed after clicking Connect. To display the Network Login Window, uncheck the "Log in with saved credentials" checkbox and click **Connect.**

Figure 30: Main Window/Connect with Saved Login Credentials

Network Awareness

Your Customer Account Administrator may define certain networks for which it is not necessary to connect with the AT&T Global Network Client. When connected to a network for which no AT&T network connection is required, the AT&T Global Network Client **Connect** button will be disabled.

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Figure 31: Main Window: Network Awareness Customization

Persistent Connections

The Persistent connection feature was renamed to Auto Reconnect from client version 9.6 onwards. Please refer to the Auto Reconnect section in this document for more details.

Disconnect

To end your session click the orange **Disconnect** button on the **Main Window**. Click **Yes** on the **Disconnect Warning** dialog.

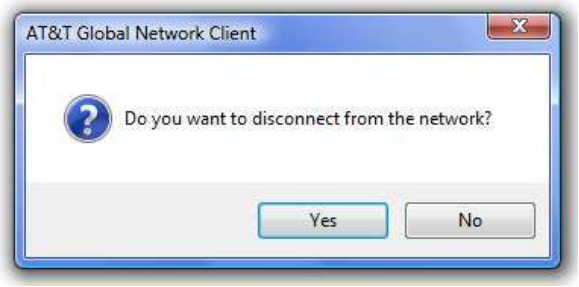

Figure 32: Disconnect Warning Dialog

Lightweight Policy Enforcement

AT&T Lightweight Policy Enforcement (LPE) is an optional service which performs basic application monitoring. Your Customer Account Administrator may have customized your version of the AT&T Global Network Client to require firewall, anti-virus, or anti-spyware software be installed and running on your computer before you can connect using the AT&T Global Network Client. The Security Status area of the

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AT&T Global Network Client Main Window displays information about security programs running on your computer that may be required for your Lightweight Policy Enforcement compliance. If you are not in compliance with the rules defined by your Customer Account Administrator you will receive an error. If you receive an error that specified software is not running, contact your Customer Account Administrator for assistance.

AT&T Global Network Client
You have been disconnected from the network because you are not running an antivirus program. Please start your antivirus program if you wish to access the network.
OK

Figure 33: Lightweight Policy Enforcement Error Dialog

PIN and Token Authentication

You can input a PIN and token together with no spaces into the Password field of the Network Login Window.

You can manually control the style of the Network Login window by clicking **Options…** located on the bottom right corner of the Network **Login Window** to open the **Login Window Options** dialog.

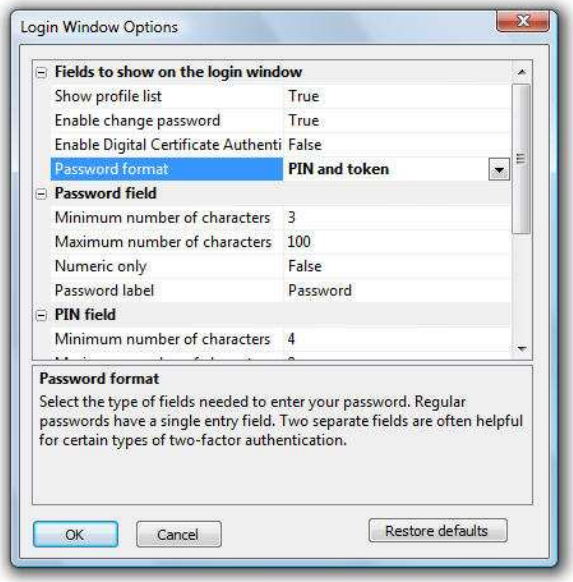

Figure 34: Network Login and Options Dialog Windows

On the **Login Window Options** dialog change the drop down box labeled **Password format** to **PIN and token**. Click **OK**.

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When **PIN and token** is set at the **Password format** type, the **Network Login Window** will include fields for PIN and token.

If a software token application is installed, the AT&T Global Network Client will recognize it and issue a prompt asking if the token is to be used for authentication. If the answer is "yes", the AT&T Global Network Client should automatically obtain the token from the token software and send it in along with the PIN entered.

Figure 35: Network Login with Token

Connecting to a Specific Type of Network

In general, simply pressing the main Connect button on the main window of the AT&T Global Network Client will connect you to your network using the best connectivity option available. However, there may be times when you wish to connect to a specific network, instead of letting the AT&T Global Network Client determine the best network option. One possible example is when a Wi-Fi hotspot is not functioning properly or the signal strength is low and you would prefer to connect using mobility.

If you wish to connect using a specific type of network, just click the connectivity type you want to use from the possible connection type. For Wi-Fi connections, all hot spots in the area that can be detected will be listed, along with an indication of what type of hot spot it is (Preferred, encrypted, etc.). For **Mobile** connectivity, a Connect button will be shown to connect directly using mobility, along with details on the mobility device and network statistics.

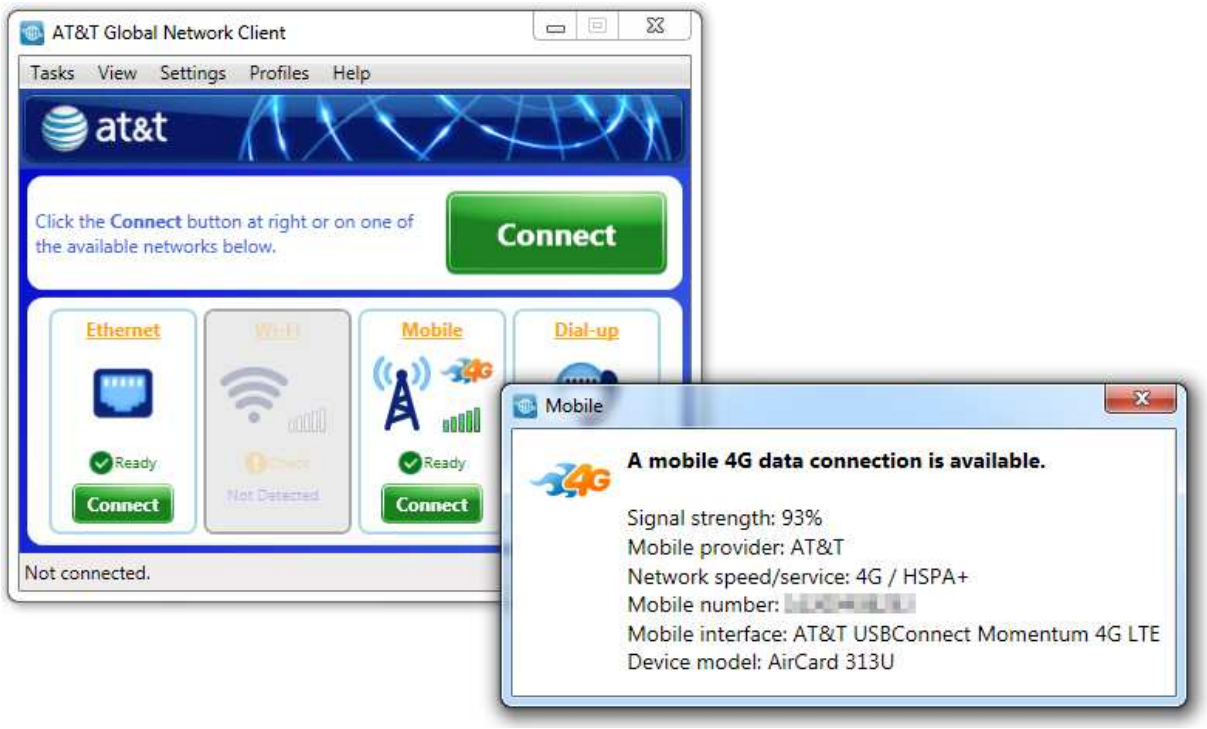

Figure 36 Connecting Directly Using Cellular

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Connecting to Third-Party Wired and Wireless Locations that Require a Browser Login

The AT&T Global Network Client has support for connecting to Third-Party locations that require a browser login.

The third party network should be detected automatically by the AT&T Global Network Client. For example, if Third-Party Wired Ethernet is detected then the **Connection Sequence** will display "Ethernet (third-party)" in the corresponding connection type of the **Connection Sequence** panel of the **Main Window.**

A Third-Party Ethernet warning dialog is displayed during the connection process. Proceed by clicking **"Yes"**; cancel this connection process by clicking **"No, stop"**; or skip the connection by clicking **"No, continue"**.

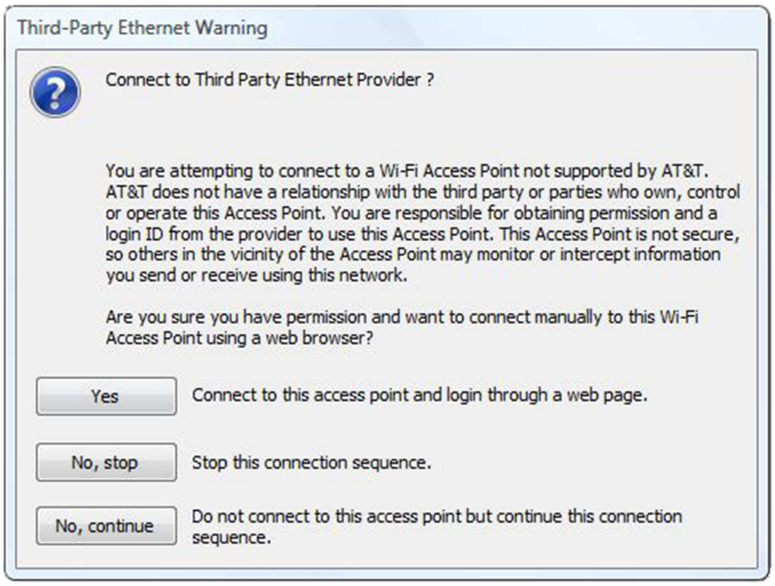
Third-Party Ethernet Warning
Connect to Third Party Ethernet Provider ?
You are attempting to connect to a Wi-Fi Access Point not supported by AT&T. AT&T does not have a relationship with the third party or parties who own, control or operate this Access Point. You are responsible for obtaining permission and a login ID from the provider to use this Access Point. This Access Point is not secure, so others in the vicinity of the Access Point may monitor or intercept information you send or receive using this network.
Are you sure you have permission and want to connect manually to this Wi-Fi Access Point using a web browser?
Yes
Connect to this access point and login through a web page.
No, stop
Stop this connection sequence.
No, continue
Do not connect to this access point but continue this connection sequence.

Figure 37: Third-Party Ethernet Warning

If you proceed by clicking **"Yes"** then you will be shown the Third-Party Login dialog box providing instructions for connecting manually using a web browser based login.

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at&t
Third-Party Ethernet Login
The AT&T Global Network Client has associated to the selected access point.
Most third-party access points will redirect your browser to a login page or request that you agree to certain terms and conditions. Click the "Start" button to begin this process.
Start
The client will attempt to detect when an Internet connection is available and will then resume the connection process.

Figure 38: Third-Party Ethernet Login

Browser-Based Login
Follow the instructions below to connect to the network using your web browser. After connecting click OK to complete your login. If you have already logged into the access point, click OK below.
1. Prepare your login credentials. Your user name to enter on the browser login window is shown below.
login4.0.vida.atap.login@u.com
(copy to clipboard)
2. Start your web browser and enter the login information in the provided web page(s)
- Select AT&T or ATT as your roaming partner if required.
- Paste your login credentials into the user name field.
- Enter your password.
Click here to start your web browser.
3. After logging into the access point click OK (on this window) to complete your login to the network.
OK
Cancel
Help

Figure 39: Browser Based Login Dialog

Note: This action is prohibited from the Windows Logon Desktop (WinLogon Desktop) to prevent your user desktop from being exposed to any potential security risks or malicious activity. Therefore, third-

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party connections which require browser based login will not appear in the connection sequence as this would require that an Internet browser be launched.

Software Updates

The AT&T Global Network Client should automatically attempt to update the following components after initial installation and on regular intervals thereafter:

- Hotspot Directory (Wi-Fi locations, phone numbers, etc.),
- AT&T Global Network Client software,
- Mobility firmware,
- Lightweight Policy Enforcement files, and
- Dynamic customizations files.

Automatic Check for Updates

A program that periodically checks for updates to all AT&T Global Network Client software components is installed with the AT&T Global Network Client and runs in the background when your Windows machine boots up. It does not require the AT&T Global Network Client to be running. The default checking interval for all components is 14 days.

If an update is available, the download is initiated. Downloads in the background run at low priority and only occur when the workstation is idle. A system tray icon will be displayed when checking or retrieving and installing updates are occurring. To view the status of the current download operation mouse over the system tray icon. To cancel the download double-click on the icon to open the NetUpdates User Interface and select cancel.

If the Hotspot Directory or Dynamic customizations files are newer than the installed files, the updates should automatically download without prompting. If the AT&T Global Network Client has scheduled a software update and you are using a connection that is either a metered Mobility data plan or is considered a low bandwidth connection; i.e. Dial-Up Networking, you will be given a pop-up message warning you that the updates may result in additional network usage. If you would like to continue with the software download you can click Yes.

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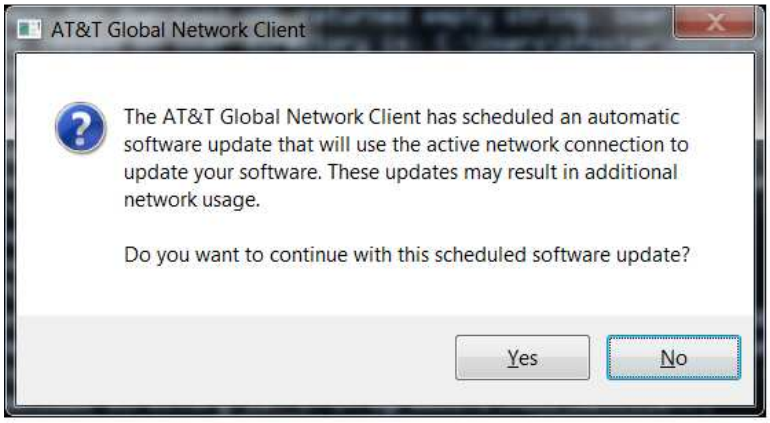
AT&T Global Network Client
The AT&T Global Network Client has scheduled an automatic software update that will use the active network connection to update your software. These updates may result in additional network usage.
Do you want to continue with this scheduled software update?
Yes
No

Figure 40: Warning for Automatic Update over a Mobility Connection

After an update is downloaded, the next time the AT&T Global Network Client is launched an installation prompt will be shown.

Install Updates - AT&T Global Network Client
Updates to this program have been downloaded from the network.
Would you like to install them now?
Yes, install now.
Close the client and install updates now.
No, install later.
Remind me the next time I start the application.

Figure 41: Install Updates

When connected, the status of software updates is available on the **Main Window** by clicking the **Updates** icon.

Manual Check for Updates

To manually initiate a check for updates, click **Check for Updates** from the **Help** panel on the left hand side of the **Main Window**.

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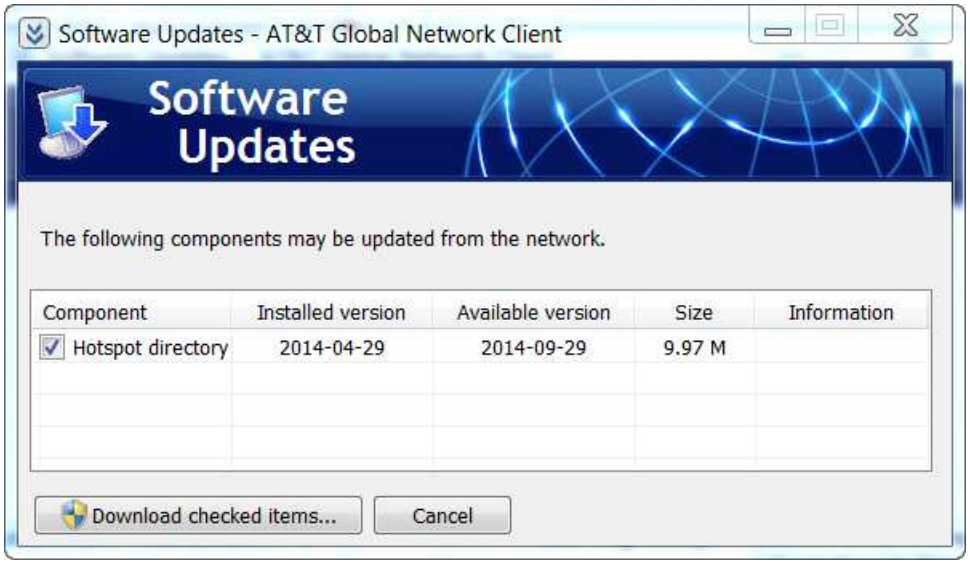

Figure 42: Software Updates Window

The **Software Updates** window will list the components and the version information. If an update is available, the component should be automatically checked. Click **Download checked items…** to complete the update process. All checked components will be updated.

Administrator Rights May Be Required:

You may need Microsoft Administrator rights to update the AT&T Client software.

User Permissions

Depending on your Operating System, Microsoft Windows Administrator Rights may be required for automatic software update of the AT&T Global Network Client software.

The AT&T Global Network Client uses the guidelines and rules defined by Windows and Windows Installer to determine the necessary access rights for an update. The first time the AT&T Global Network Client attempts to perform a software update users may be prompted to allow the FTP network activity. Windows Administrator rights are required to allow the FTP traffic. When an update is installed, if you are a Restricted User, you may be prompted to enter credentials with Administrator rights to successfully continue the update.

If you have any questions about your Microsoft Windows permissions, contact your Customer Account Administrator.

Browse the Hotspot Directory

The Hotspot Directory supports browsing of locations of available Wi-Fi, Wired Ethernet and Dial hotspots without requiring a connection to the Internet. Click **Directories->Browse the Wi-Fi/Ethernet Hotspot Directory** or **Directories->Browse the Dial Directory** in the **Tasks** menu to open the Hotspot Browsing Window to browse the global directory of connection locations including Wi-Fi, Ethernet, and dial.

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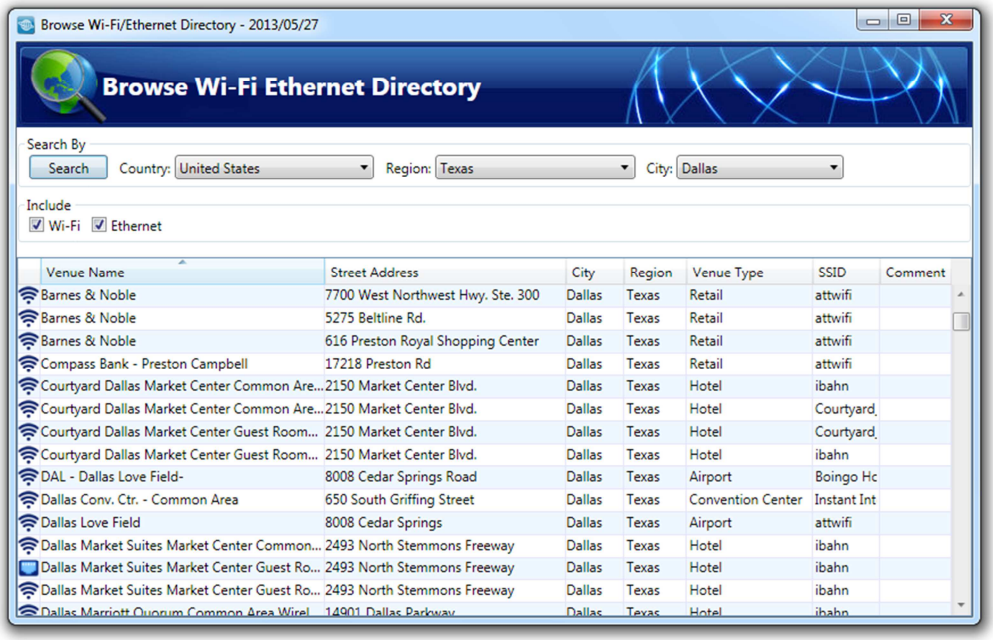
Browse Wi-Fi/Ethernet Directory - 2013/05/27
Browse Wi-Fi Ethernet Directory
Search By
Search
Country: United States
Region: Texas
City: Dallas
Include
Wi-Fi
Ethernet
Venue Name | Street Address | City | Region | Venue Type | SSID | Comment
Barnes & Noble | 7700 West Northwest Hwy. Ste. 300 | Dallas | Texas | Retail | attwifi
Barnes & Noble | 5275 Beltline Rd. | Dallas | Texas | Retail | attwifi
Barnes & Noble | 616 Preston Royal Shopping Center | Dallas | Texas | Retail | attwifi
Compass Bank - Preston Campbell | 17218 Preston Rd | Dallas | Texas | Retail | attwifi
Courtyard Dallas Market Center Common Are... | 2150 Market Center Blvd. | Dallas | Texas | Hotel | ibahn
Courtyard Dallas Market Center Common Are... | 2150 Market Center Blvd. | Dallas | Texas | Hotel | Courtyard
Courtyard Dallas Market Center Guest Room... | 2150 Market Center Blvd. | Dallas | Texas | Hotel | Courtyard
Courtyard Dallas Market Center Guest Room... | 2150 Market Center Blvd. | Dallas | Texas | Hotel | ibahn
DAL - Dallas Love Field- | 8008 Cedar Springs Road | Dallas | Texas | Airport | Boingo Hc
Dallas Conv. Ctr. - Common Area | 650 South Griffing Street | Dallas | Texas | Convention Center | Instant Int
Dallas Love Field | 8008 Cedar Springs | Dallas | Texas | Airport | attwifi
Dallas Market Suites Market Center Common... | 2493 North Stemmons Freeway | Dallas | Texas | Hotel | ibahn
Dallas Market Suites Market Center Guest Ro... | 2493 North Stemmons Freeway | Dallas | Texas | Hotel | ibahn
Dallas Market Suites Market Center Guest Ro... | 2493 North Stemmons Freeway | Dallas | Texas | Hotel | ibahn

Figure 43: Hotspot Directory Window

If you double click on any of the Hotspots the location will be displayed in your browser.

Review Connection History

The **Connection History** window allows you to sort previous connection attempts by **Date/Time**, **Duration**, **Type**, or **Description**. Click the plus sign next to the connection attempt for additional information. Search for key words using the **Look For** field.

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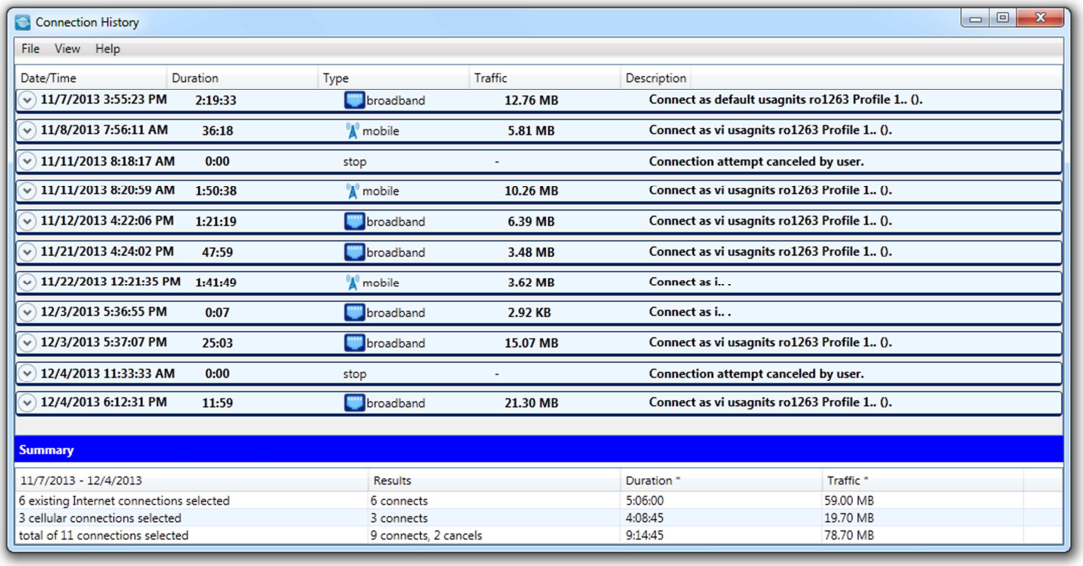
Connection History
File View Help
Date/Time Duration Type Traffic Description
11/7/2013 3:55:23 PM 2:19:33 broadband 12.76 MB Connect as default usagnits ro1263 Profile 1.. ().
11/8/2013 7:56:11 AM 36:18 mobile 5.81 MB Connect as vi usagnits ro1263 Profile 1.. ().
11/11/2013 8:18:17 AM 0:00 stop - Connection attempt canceled by user.
11/11/2013 8:20:59 AM 1:50:38 mobile 10.26 MB Connect as vi usagnits ro1263 Profile 1.. ().
11/12/2013 4:22:06 PM 1:21:19 broadband 6.39 MB Connect as vi usagnits ro1263 Profile 1.. ().
11/21/2013 4:24:02 PM 47:59 broadband 3.48 MB Connect as vi usagnits ro1263 Profile 1.. ().
11/22/2013 12:21:35 PM 1:41:49 mobile 3.62 MB Connect as i.. .
12/3/2013 5:36:55 PM 0:07 broadband 2.92 KB Connect as i.. .
12/3/2013 5:37:07 PM 25:03 broadband 15.07 MB Connect as vi usagnits ro1263 Profile 1.. ().
12/4/2013 11:33:33 AM 0:00 stop - Connection attempt canceled by user.
12/4/2013 6:12:31 PM 11:59 broadband 21.30 MB Connect as vi usagnits ro1263 Profile 1.. ().
Summary
11/7/2013 - 12/4/2013 Results Duration * Traffic *
6 existing Internet connections selected 6 connects 5:06:00 59.00 MB
3 cellular connections selected 3 connects 4:08:45 19.70 MB
total of 11 connections selected 9 connects, 2 cancels 9:14:45 78.70 MB

Figure 44: Connection History Window

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Settings

Your Customer Account Administrator has preconfigured your network settings in a central AT&T Network Server. When you connect to the AT&T Global Network, the AT&T Global Network Client retrieves those settings and applies them to your connection.

Configuration Is Not Required: Most users can establish connections with no manual configuration.

It is recommended you do not override network settings using manual configuration in the AT&T Global Network Client unless you are instructed to do so by your Customer Account Administrator or AT&T Customer Care.

Profile Management

AT&T Global Network Client profiles store user information.

A profile includes:

- Account
- User ID
- Advanced Login Properties (Service, WINS, DNS, Domain Suffix)
- Service

Most users connect with the same information a majority of the time and will only require one profile.

If you connect with different user IDs or services you may want to define profiles for your common combinations to easily switch between them. AT&T Global Network Client profiles can be assigned common names to help you remember when to use them, for example, "My Internet Profile" or "VPN Servers - Germany".

Login Properties

The AT&T Global Network Client **Login Properties** window allows you to configure the settings and properties for your current connection. It is recommended you use the default values and values defined in the AT&T Administration Server.

To access **Login Properties** click the **Settings** Menu > **Login properties** on the main window of the AT&T Global Network Client.

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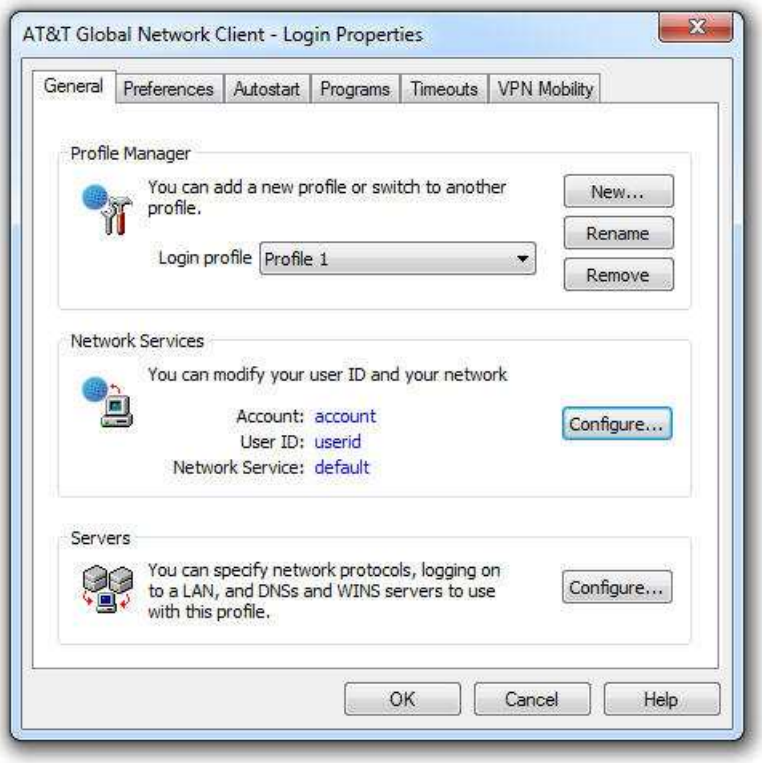

Figure 45: Login Properties Window

General

Profile Manager

Use the drop down box to activate an existing profile. Click **New…** to create a new profile. Click **Rename** to rename a profile. Click **Remove** to delete a profile.

Network Services

Click **Configure…** to change the Account, User ID, or Network Service. Your default network service is the service defined in the AT&T Administration Server for your specified Account and User ID. If you override the network service in the AT&T Global Network Client, you must be authorized for the new service in the AT&T Administration Server for a successful connection.

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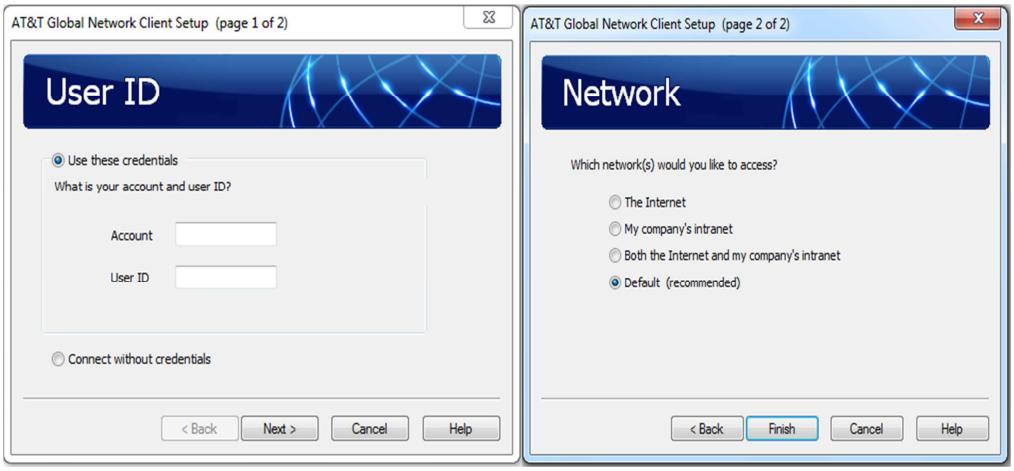

Figure 46: Configure Network Services Screens

Servers

DNS, **WINS**, and **Domain Suffix** configuration information is normally stored in the AT&T Administration Server. The AT&T Global Network Client should automatically retrieve the values and updates the workstation to use the supplied values throughout the connection. Click **Configure…** to verify or define your server information.

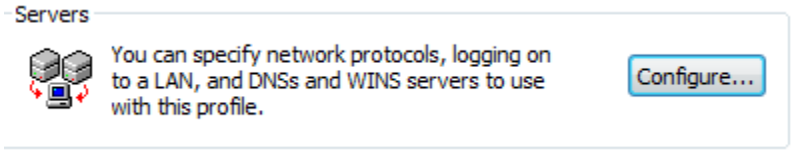
Servers
You can specify network protocols, logging on to a LAN, and DNSs and WINS servers to use with this profile.
Configure...

Figure 47: Server's Configure Button

To override the values defined in the AT&T Administration Server select **Use the following manual settings** and enter the corresponding values.

For **WINS** and **Domain Suffix** you also have the ability to select **Do not update** and the AT&T Global Network Client will not alter the specified settings when connected**.**

Preferences

Preferences define the usability settings for your connection. Preferences are organized by AT&T Global Network Client Profile. For more information about profiles see Profile Management section of this guide.

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Click the checkbox next to **Override defaults** to change any of the settings.

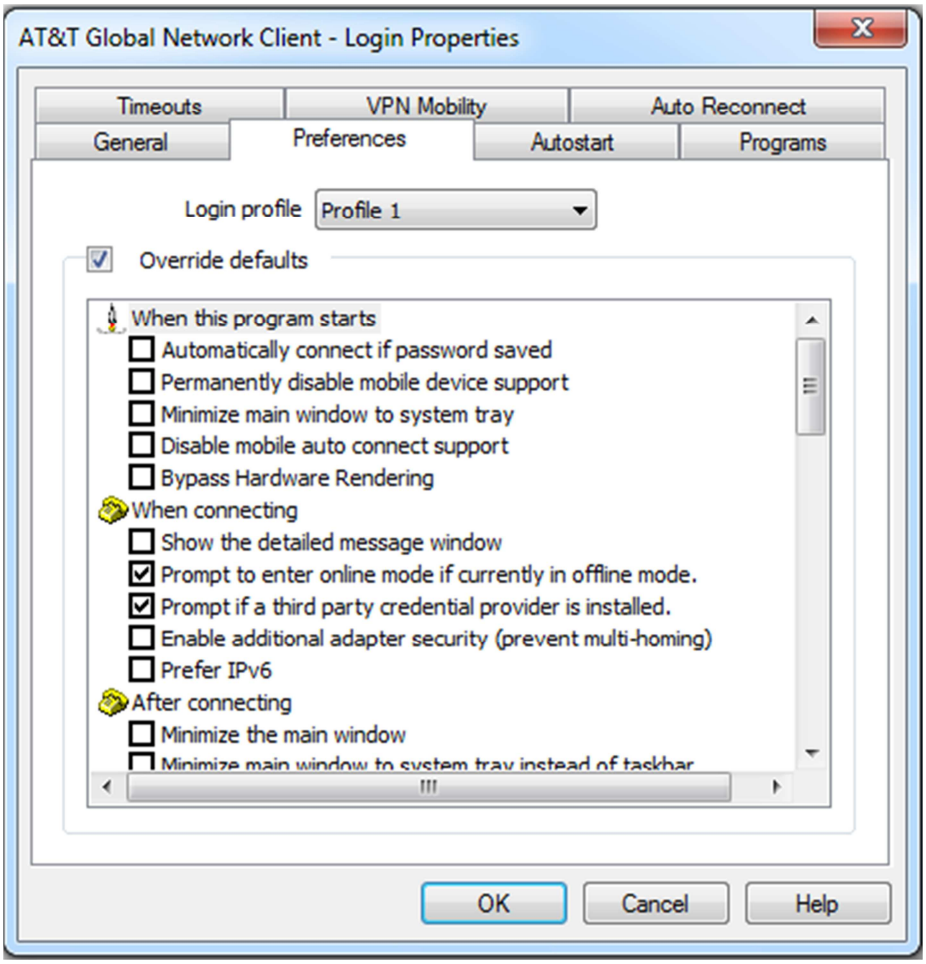

Figure 48: Login Properties - Preferences Window

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Autostart

Autostart allows you to define programs to launch at any of the following times:

- Before Connecting
- After Connecting
- After Performing Network Updates
- Before Disconnecting
- After Disconnecting

Autostart settings are organized by AT&T Global Network Client Profile. For more information about profiles see Profile Management on page ## of this guide.

Click the checkbox next to **Override defaults** to change any of the settings.

Click the **Add…**, **Change…**, and **Remove** buttons to configure the program information. Click on the arrow buttons to move a program up and down in the launch order.

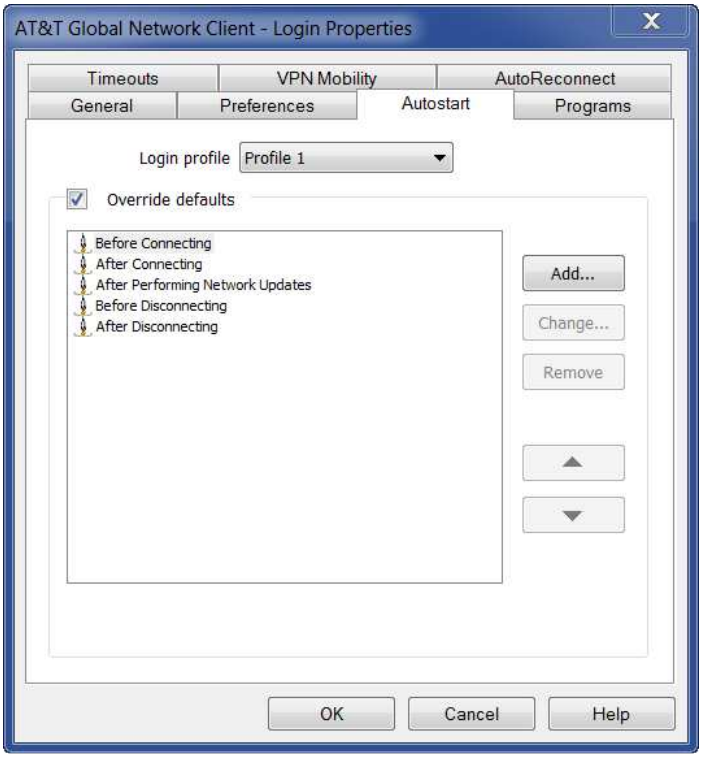

Figure 49: Login Properties - Autostart Window

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Programs

The **Programs** tab allows you to configure which programs will be updated by the AT&T Global Network Client when connected to the network. Temporary updates are useful to eliminate or reduce the manual configuration needed before using the programs. The update values are defined in the AT&T Administration Server.

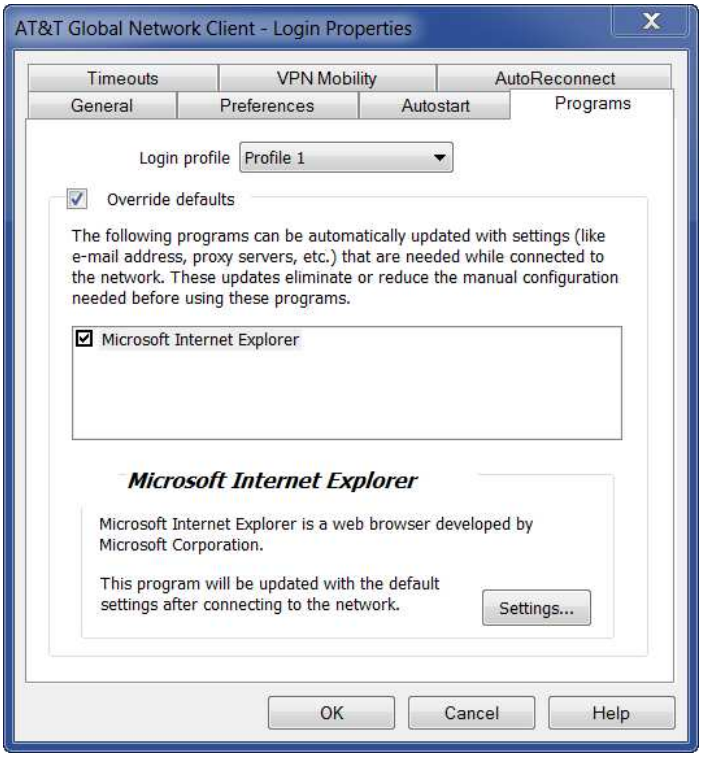
AT&T Global Network Client - Login Properties
Timeouts
VPN Mobility
AutoReconnect
General
Preferences
Autostart
Programs
Login profile
Profile 1
Override defaults
The following programs can be automatically updated with settings (like e-mail address, proxy servers, etc.) that are needed while connected to the network. These updates eliminate or reduce the manual configuration needed before using these programs.
Microsoft Internet Explorer
Microsoft Internet Explorer
Microsoft Internet Explorer is a web browser developed by Microsoft Corporation.
This program will be updated with the default settings after connecting to the network.
Settings...
OK
Cancel
Help

Figure 50: Login Properties - Programs Window

To prevent the use of the values from the AT&T Administration Server or to define new values, click **Override defaults** and select the program you wish to change. Click **Settings** to review the values and make any changes. You can select to have the values **Automatically Update** to the values defined in the AT&T Administration Server, **Do not update the values**, or **manually update to** values you define locally.

For example, using the Programs tab, you can remove Microsoft Internet Explorer proxy settings while connected by clicking **Override Defaults**, selecting **Microsoft Internet Explorer**, clicking **Settings**, clicking to highlight **Auto-Proxy URL**, clicking **manually update to**, and leaving the **Auto Proxy URL to use** field blank.

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Timeouts

The AT&T Global Network Client supports two variations of **Timeouts** which can be configured by clicking **Override defaults**.

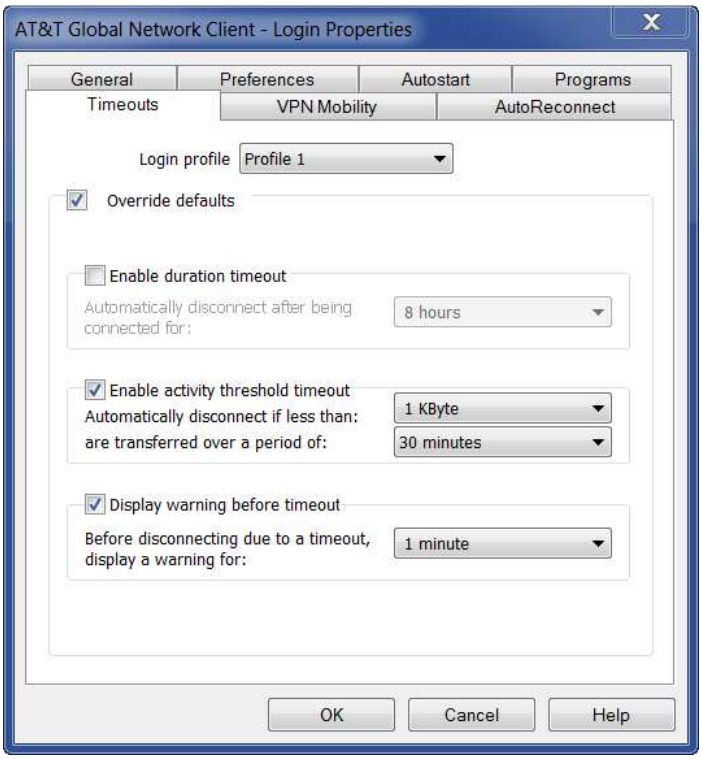

Figure 51: Login Properties - Timeouts Window

Auto Reconnect

Persistent Connections terminology has been changed to Auto Reconnect in windows client from 9.6 onwards to be consistent across all the other client platforms (i.e. MAC, Android & iOS etc.) The functionality has been improved with use of multi-use session token. The enhanced auto-reconnect feature will utilize a multi-use session token provided by Service Manager, allowing the client to automatically re-establish the connection without any user intervention. It will automatically perform the reconnect at all necessary levels, including Wi-Fi (WISPR flow, or Phase 0), Service Manager Authentication (Phase 1), and the tunnel endpoint (VPN gateway, or Phase 2), without any additional input from the user. Note that the automatic reconnect establishes a new VPN session; it does not resume the previous VPN session. In order to use the features (like auto reconnect) which utilize a session token, a customer must opt-in for these features in the service manager (or) enable these features within the client.

The enhanced Auto Reconnect feature offers a more seamless user experience by keeping you connected with minimal user interaction. The client will attempt to automatically connect or reconnect to the network whenever possible. Listed below are some use cases:

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- You launch the client and your session token is not expired or you are using saved credentials. The client will automatically attempt to connect to the network without any user intervention.
- You are traveling from one location to another. The client is running when you close your laptop while in transit. You re-open your laptop after arriving at your destination. The client will automatically reconnect.
- Network roaming. The client will automatically reconnect over another available network connection if the previous network connection is lost, regardless of connection type (Wi-Fi, Ethernet and Mobile).

The Auto Reconnect feature is enabled by default for all users. If it is not enabled, your Administrator may have disabled this feature.

Auto Switch Wi-Fi

Auto Switch Wi-Fi is a sub feature of Auto Reconnect that switches network connectivity from a mobile network (wireless wan) to AT&T Wi-Fi hotspots. This allows users to conserve some mobile data usage and possibly provide a better network connection.

The Auto Reconnect feature must be enabled to use Auto Switch Wi-Fi. Auto Switch Wi-Fi is disabled by default therefore it must be enabled by your Administrator or through the user overrides within the AT&T Global Network Client.

By default, Auto Switch Wi-Fi will prompt you before switching your connection to Wi-Fi, to obtain confirmation that you would like to use Wi-Fi instead of your mobile connection. Your response can be saved for the day or a week.

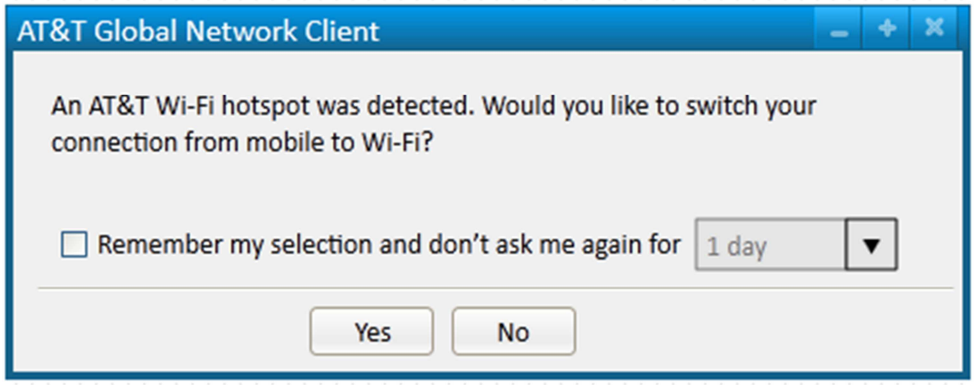
AT&T Global Network Client
An AT&T Wi-Fi hotspot was detected. Would you like to switch your connection from mobile to Wi-Fi?
Remember my selection and don't ask me again for
1 day
Yes
No

Figure 52: Auto Switch Wi-Fi Prompt

The client can also be configured to automatically switch your network connection when an AT&T Wi-Fi hotspot is in range without prompting.

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Auto Reconnect User Overrides

If your administrator has granted access, you can modify Auto Reconnect settings. The following settings can be modified by selecting the "Auto Reconnect" tab on Login Properties Window. Login Properties window is accessible through "Login Properties" menu item available under Settings menu item.

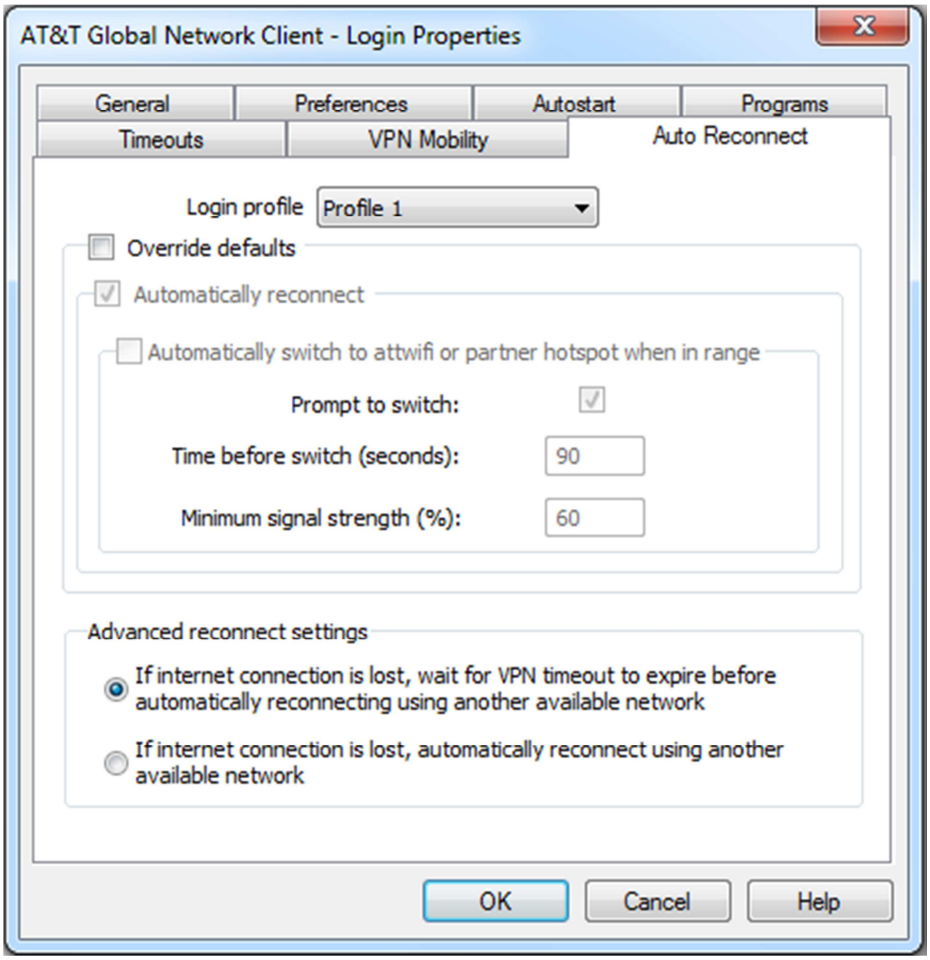

Figure 53: Auto Reconnect & Auto Switch Wi-Fi Settings

Override Defaults – Selecting this checkbox allows you to use Auto Reconnect settings that are different than your administrator's default settings.

Automatically reconnect – Enables/Disables the Auto Reconnect feature.

Automatically switch to attwifi or partner hotspot when in range – Enables/Disables the Auto Switch Wi-Fi feature.

Prompt to switch – When this checkbox is enabled, you will be prompted before the client switches your network connection. This gives you the opportunity to selectively utilize the Auto Switch Wi-Fi feature. If disabled, the client will automatically switch to Wi-Fi when the hotspot is in range, without prompting you.

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Time before switch – Number of seconds the client should wait before switching to Wi-Fi when a hotspot has been detected. The purpose of this setting is to prevent the client from repeatedly prompting you if hotspots are coming in range, but only momentarily.

Minimum signal strength – Minimum hotspot signal strength required for the client to switch the connection from the mobile network to Wi-Fi.

Advanced reconnect settings - settings to react to media disconnect/loss of network connectivity.

- Wait until the VPN mobility duration timeout interval or heartbeat timeout interval expires before disconnecting and reconnecting the client. The idea is to give time for a new network, or existing network that went down to become available without aging the session off the VPN server until a certain time period has expired. Once that interval expires without a new network available, the client moves to the disconnected state and will automatically reconnect if a new or same network becomes available.
- If internet connection is list, automatically reconnect using another available network.

Help

About this Program

Click **About this program** in the **Help** panel of the **Main Window** to display useful program information including the AT&T Global Network Client and Hotspot directory version information.

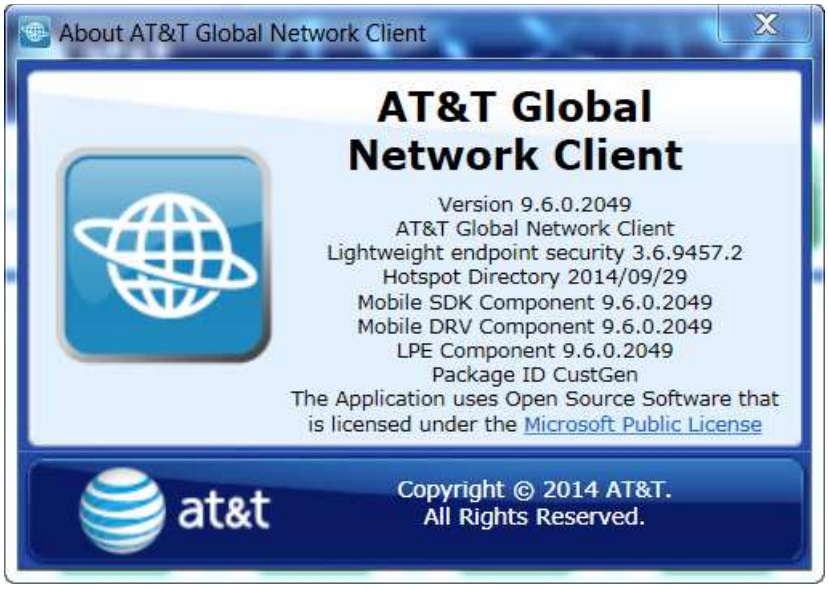
About AT&T Global Network Client
AT&T Global Network Client
Version 9.6.0.2049
AT&T Global Network Client
Lightweight endpoint security 3.6.9457.2
Hotspot Directory 2014/09/29
Mobile SDK Component 9.6.0.2049
Mobile DRV Component 9.6.0.2049
LPE Component 9.6.0.2049
Package ID CustGen
The Application uses Open Source Software that is licensed under the Microsoft Public License
at&t
Copyright © 2014 AT&T.
All Rights Reserved.

Figure 54: About Window

Help for this program

Click **Help for this program** in the **Help** panel of the **Main Window** to open the local help program for the AT&T Global Network Client.

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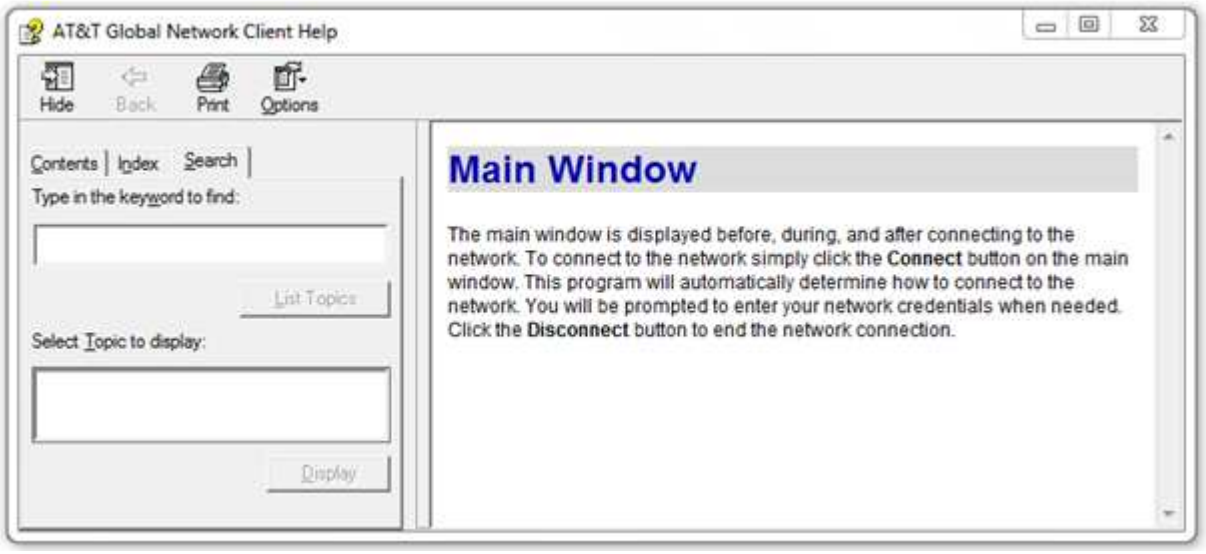
AT&T Global Network Client Help
Hide
Back
Print
Options
Contents
Index
Search
Type in the keyword to find:
List Topics
Select Topic to display:
Display
Main Window
The main window is displayed before, during, and after connecting to the network. To connect to the network simply click the Connect button on the main window. This program will automatically determine how to connect to the network. You will be prompted to enter your network credentials when needed. Click the Disconnect button to end the network connection.

Figure 55: Help Window

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Check for Updates

On the **Help** panel of the **Main Window** click **Check for Updates** to initiate a manual check for software updates. See the chapter titled **Software Updates** on page 35 of this guide for more information about software updates.

Show Detailed Messages

On the **Main Window**, click on the **Help** menu; then **Show detailed messages** to open the **Detailed Messages Window**. The **Detailed Messages Window** is an in-depth troubleshooting tool normally used by only your Customer Account Administrator or AT&T Customer Care.

Contact Customer Support

On the **Main Window**, click on the **Help** menu; then click **Contact customer support** to open the **Customer Support** window containing your AT&T help desk phone numbers. Help desk phone numbers change for each country. All countries have help desk staff that speak both the local language and English. You should call the phone number for the country to which you are trying to connect.

Figure 52: Customer Support Window

When working with support, the technician may request additional information in order to assist you. If they need to look at the logs from the AT&T Global Network Client, you can click the **Gather Logs** button which will gather all the AT&T Global Network Client logs and create a zip archive that can then be provided to the person assisting you. If you are having an issue, they may also request that you recreate

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the issue with detailed tracing enabled. Click the **Detailed Tracing** button to enabled high level tracing. When you click the **Detailed Tracing** button, high level tracing will immediately be enabled and you will see the Stop Tracing Window. Leave the Stop Tracing window open and use the AT&T Global Network Client to recreate the issue.

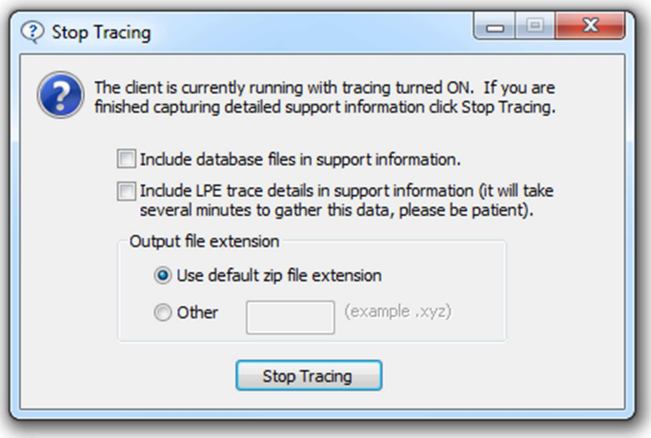
Stop Tracing
The client is currently running with tracing turned ON. If you are finished capturing detailed support information click Stop Tracing.
Include database files in support information.
Include LPE trace details in support information (it will take several minutes to gather this data, please be patient).
Output file extension
Use default zip file extension
Other
(example .xyz)
Stop Tracing

Figure 57: Stop Tracing Window

After you have recreated the issue, click the **Stop Tracing** button. When you click the **Stop Tracing** button, the tracing will be set to the normal tracing level and the logs which contain the high level tracing will be gathered into a zip archive. Depending on the issue you are having, the technician may request additional information to be included in the archive. If they would like to have the client database files included, you can click the "Include database files…" checkbox, and the database files will be included in the support archive. If they would like to have the LPE details included in the archive, you can click the "Include LPE trace details…" checkbox and the LPE details will be generated and the trace files will be included in the support archive. If you check the LPE details checkbox, expect to wait for several minutes while the LPE details are gathered. While the details are being gathered, the mouse icon will display the busy icon. After the support archive has been generated, the Submit Logs To Support window will then be displayed, providing options to get the log for the support technician.

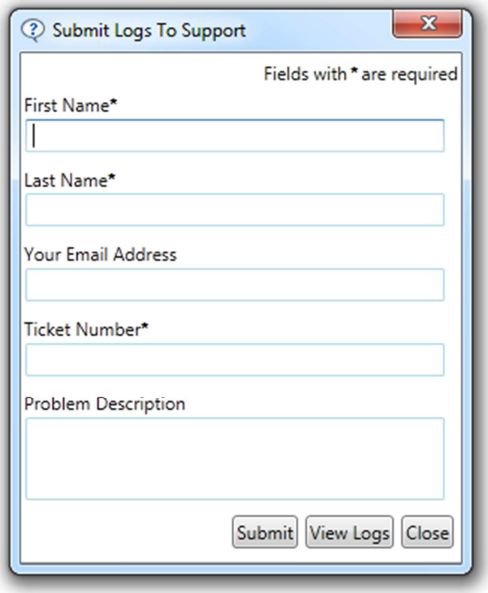

Figure 53: Support Log Created Window

Click **Close** to return to the AT&T Global Network Client.

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Create Support Log

On the **Main Window**, click on the **Help** menu; then click **Create support log** to gather the AT&T Global Network Client logs into a zip archive with useful support information for your Customer Account Administrator or AT&T Customer Care. The AT&T Global Network Client will display the Support Log Created window, providing the options to get the log for the support technician.

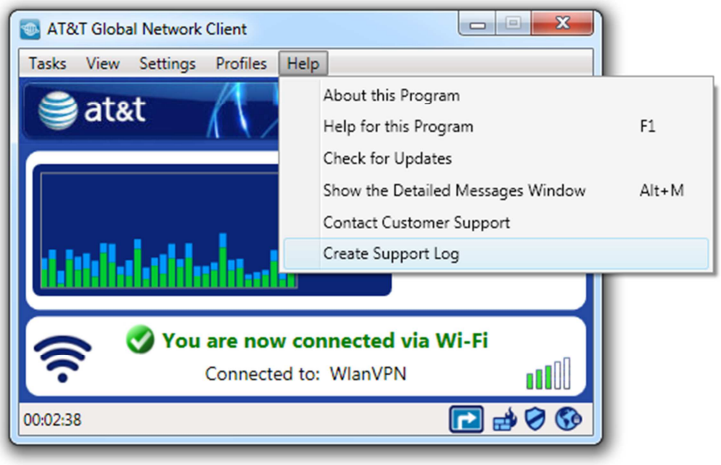

Figure 59: Support Log Created Window

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Accessibility Features

The AT&T Global Network Client complies with US regulations to support accessibility for persons with disabilities, including Section 508 regulations.

Visual Display of Screen Element in Focus

The AT&T Global Network Client screen element in focus is depicted a gray dotted box surrounding the control. When first launched, the Connect button is in focus as shown below.

Keyboard Navigation

The AT&T Global Network Client can be navigated and utilized exclusively using a keyboard.

The controls can be operated either by pressing the space bar or the Enter key.

To move between controls, use the tab key to navigate forward or shift key and tab key in unison to navigate backward. To simulate a right mouse click, use the menu key or the shift key in unison with the F10 key.

Expanding screen elements such as **Available Networks**, **Security Status** and **Connection Sequence** should expand automatically as you tab through their controls.

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Uninstall

The AT&T Global Network Client is removed via the **Windows Control Panel**, **Programs and Features** option.

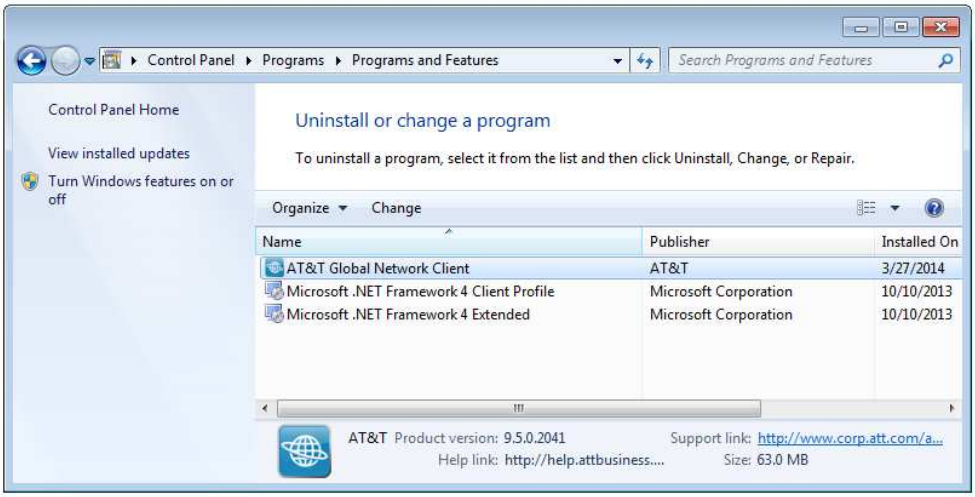

Figure 60: Programs and Features Window

Uninstall

The **Programs and Features** Uninstall option is not supported for the AT&T Global Network Client; to uninstall click **Change** and follow the directions below.

Change

Click **Change** on the **Programs and Features** window list to **Modify**, **Repair** or **Remove** the AT&T Global Network Client program

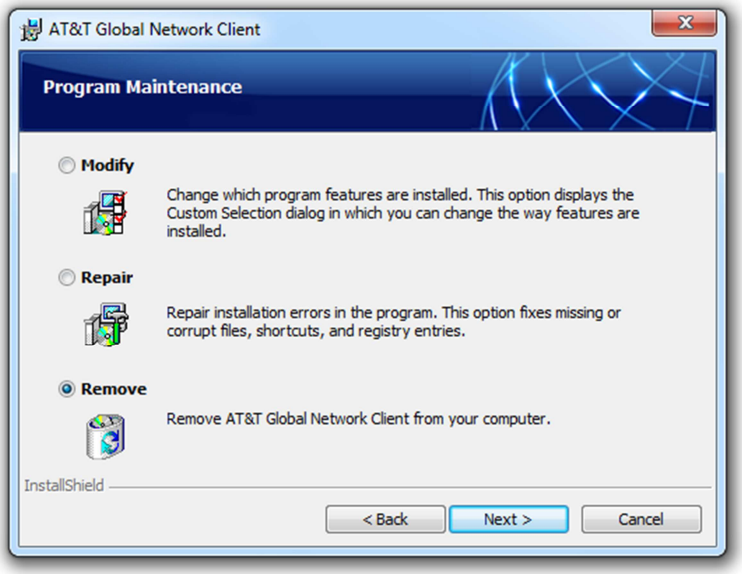
AT&T Global Network Client
Program Maintenance
Modify
Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.
Repair
Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.
Remove
Remove AT&T Global Network Client from your computer.
InstallShield
< Back
Next >
Cancel

Figure 54: Modify, Repair, Remove Welcome

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Step 1

Click **Remove** and click **Next>** to continue.

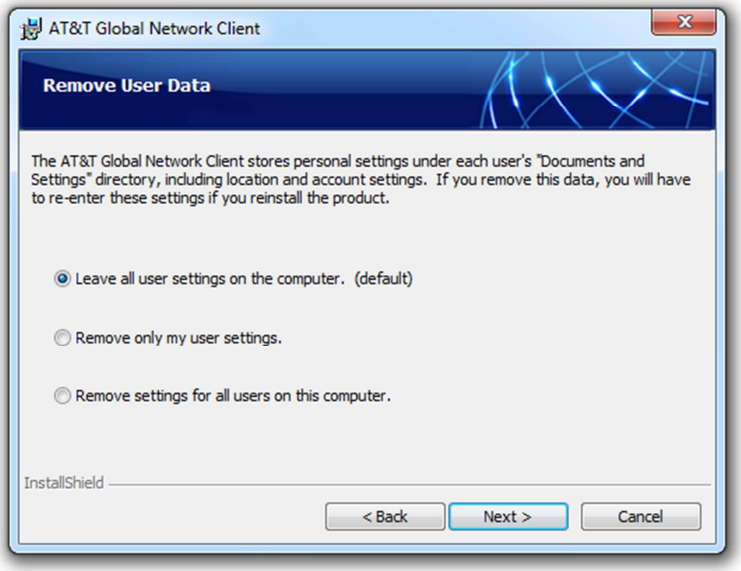
AT&T Global Network Client
Remove User Data
The AT&T Global Network Client stores personal settings under each user's "Documents and Settings" directory, including location and account settings. If you remove this data, you will have to re-enter these settings if you reinstall the product.
Leave all user settings on the computer. (default)
Remove only my user settings.
Remove settings for all users on this computer.
InstallShield
< Back
Next >
Cancel

Figure 55: Remove User Data Window

Step 2

Program files will be removed, you can select which user settings are removed. Select **Leave all user settings on the computer. (default)** to leave user information such as account and user ID as well as profile information on the computer. Select **Remove only my user settings** to remove only the settings stored for the current user. Select **Remove settings for all users on this computer** to remove all AT&T Global Network Client user settings on the computer. Click **Next>** to continue.

Step 3

Click **Remove** to continue.

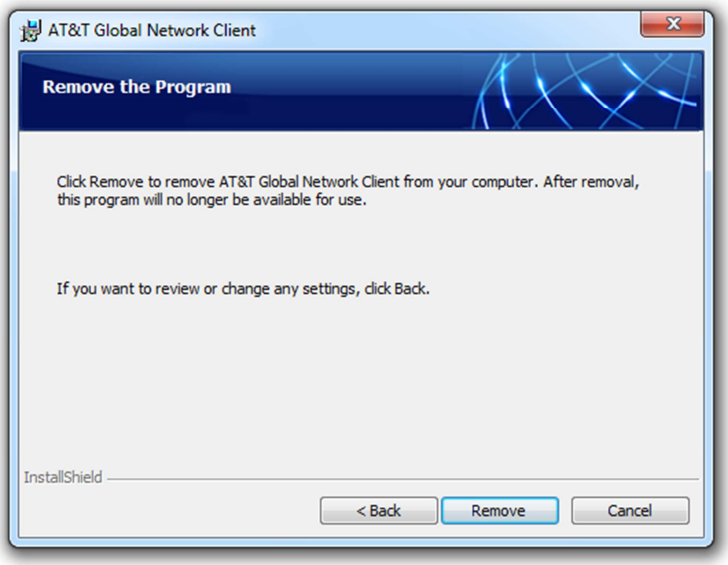
AT&T Global Network Client
Remove the Program
Click Remove to remove AT&T Global Network Client from your computer. After removal, this program will no longer be available for use.
If you want to review or change any settings, click Back.
InstallShield
< Back
Remove
Cancel

Figure 56: Remove the Program Warning

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Step 4

Reboot May Be Required: You will be prompted if you must reboot your workstation after removing the AT&T Global Network Client.

Click **Finish**.

AT&T Global Network Client
Removal Completed
The installation has successfully uninstalled AT&T Global Network Client. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 57: Removal Completed Window

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VPN Mobility

VPN Mobility is not enabled for all users. Your Customer Account Administrator may enable this optional feature which will attempt to maintain your VPN regardless of changes in your network connectivity. You may also enable this feature on the VPN Mobility tab of the Login Properties. This allows you to transition between network interfaces (ex: wired to wireless) without interruption to your VPN connection. When changes to your network interface require the VPN to transition, your VPN status indicator will display a yellow warning indication as shown below.

Figure 65: Main Window/VPN Mobility

After the VPN is transitioned to the new network interface you will receive a pop-up notifying you the transition was successful.

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Figure 66: Main Window/VPN Mobility Restored

Disable VPN Mobility

To disable VPN Mobility for one or more profiles, select **Login Properties**, **VPN Mobility** tab, select the desired profile from the **Login profile** drop down box, enable the checkbox next to **Override defaults**, and disable the checkbox next to **Operate in VPN Mobility mode**.

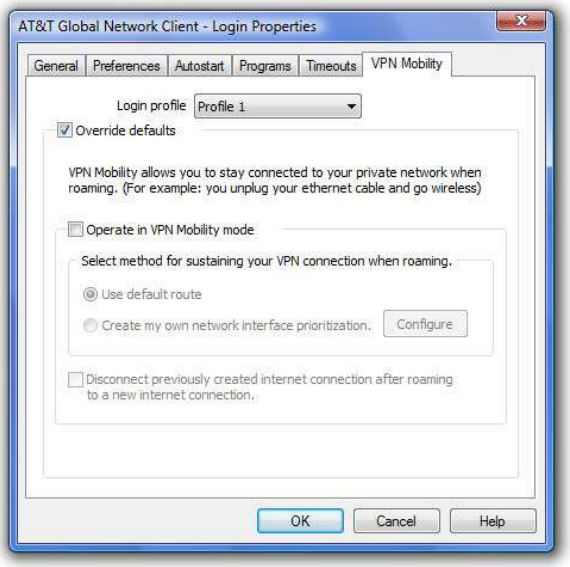
AT&T Global Network Client - Login Properties
General Preferences Autostart Programs Timeouts VPN Mobility
Login profile Profile 1
Override defaults
VPN Mobility allows you to stay connected to your private network when roaming. (For example: you unplug your ethernet cable and go wireless)
Operate in VPN Mobility mode
Select method for sustaining your VPN connection when roaming.
Use default route
Create my own network interface prioritization.
Configure
Disconnect previously created internet connection after roaming to a new internet connection.
OK
Cancel
Help

Figure 67: Disable VPN Mobility

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Local Subnet Access

Local subnet access is not enabled for all users. Your Customer Account Administrator may enable this option which allows some traffic to flow to your local subnet when a VPN tunnel is active. This is useful when needing to print to a local printer, for example. However, in some cases, allowing local subnet access causes network addressing issues.

If your Customer Account Administrator has enabled local subnet access and there is a need to disable it, you can. To disable local subnet access, select **Login Properties**, select the **Preferences** tab, and check the box next to **Disable access to the local subnet while VPN connected** in the **VPN** section.

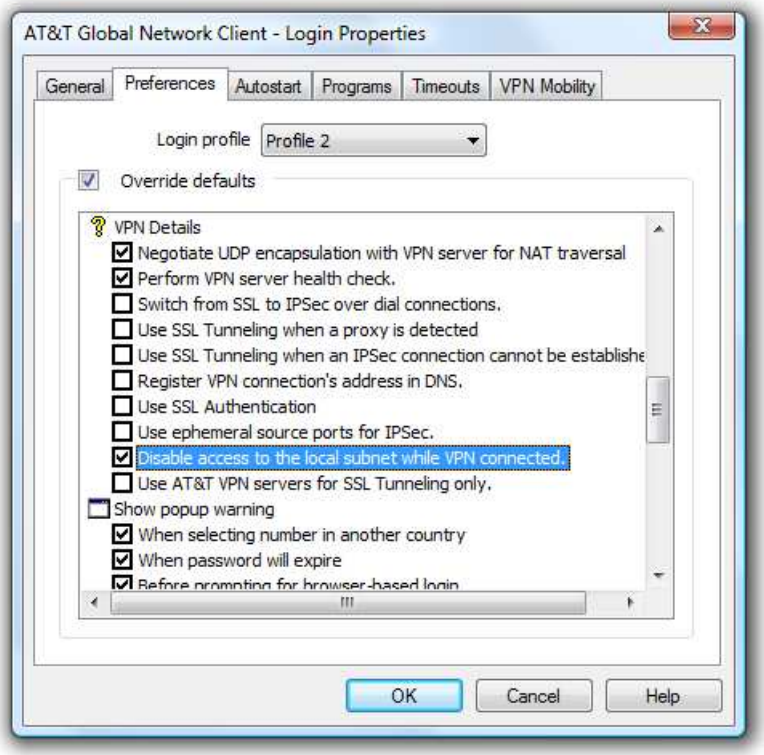
AT&T Global Network Client - Login Properties
General
Preferences
Autostart
Programs
Timeouts
VPN Mobility
Login profile
Profile 2
Override defaults
VPN Details
Negotiate UDP encapsulation with VPN server for NAT traversal
Perform VPN server health check.
Switch from SSL to IPSec over dial connections.
Use SSL Tunneling when a proxy is detected
Use SSL Tunneling when an IPSec connection cannot be establishe
Register VPN connection's address in DNS.
Use SSL Authentication
Use ephemeral source ports for IPSec.
Disable access to the local subnet while VPN connected
Use AT&T VPN servers for SSL Tunneling only.
Show popup warning
When selecting number in another country
When password will expire
OK
Cancel
Help

Figure 68: Disable Local Subnet Access

OPSWAT Certified VPN

The AT&T Global Network Client VPN is certified through the OPSWAT Certification Program. This certification demonstrates that the AT&T Global Network Client VPN is compatible with products from other market-leading technology vendors. Products carrying OPSWAT certification follow standards that assure their product will not adversely affect other installed security software. To learn more, visit the OPSWAT Certification website at http://www.opswat.com/certified.

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Wi-Fi Connections

The AT&T Global Network Client supports connections to both public and private Wi-Fi hotspots. If a wireless network is in range an additional option to **Click here to view nearby Wi-Fi networks** is available under the **Connect** button and a **Wi-Fi** icon will be shown in the **Available Networks** area.

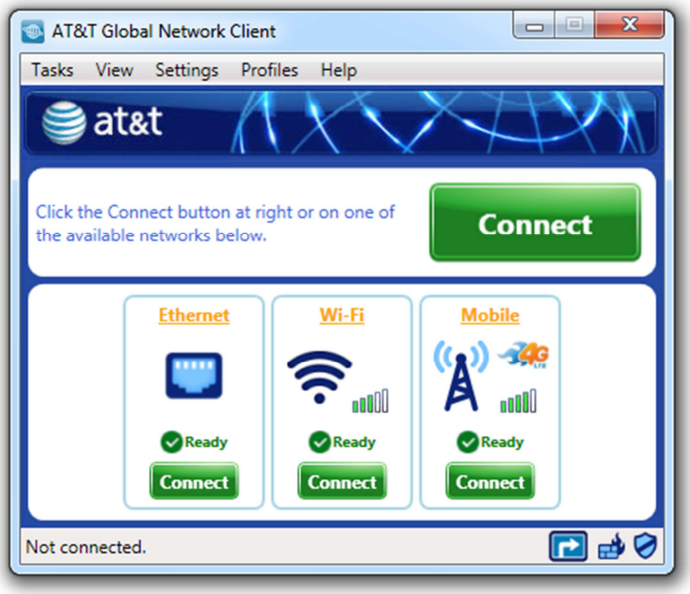

Figure 69: Main Window - Wi-Fi Networks in Range

Associating to a Wi-Fi Hotspot

The AT&T Global Network Client recognizes a connection as Wi-Fi when the AT&T Global Network Client controls the association to the hotspot. If you are using another program that acts as a radio manager (i.e. IBM Access Connections), and that program automatically associates to Wi-Fi hotspots whenever they are in range the AT&T Global Network Client may categorize the connection type as a generic broadband/Ethernet connection type. There will be an Ethernet icon with the word Existing below it.

Click **Connect** and the AT&T Global Network Client will use the default automatic connection sequence to attempt to establish your connection using Wi-Fi provided Wi-Fi is in the connection sequence and a Wi-Fi network is in range.

To associate to a specific hotspot directly instead of using the automatic connection sequence, click the **Connect** button in the Wi-Fi panel. The networks in range will be displayed. Click on the name of the Wi-Fi network to which you would like to connect.

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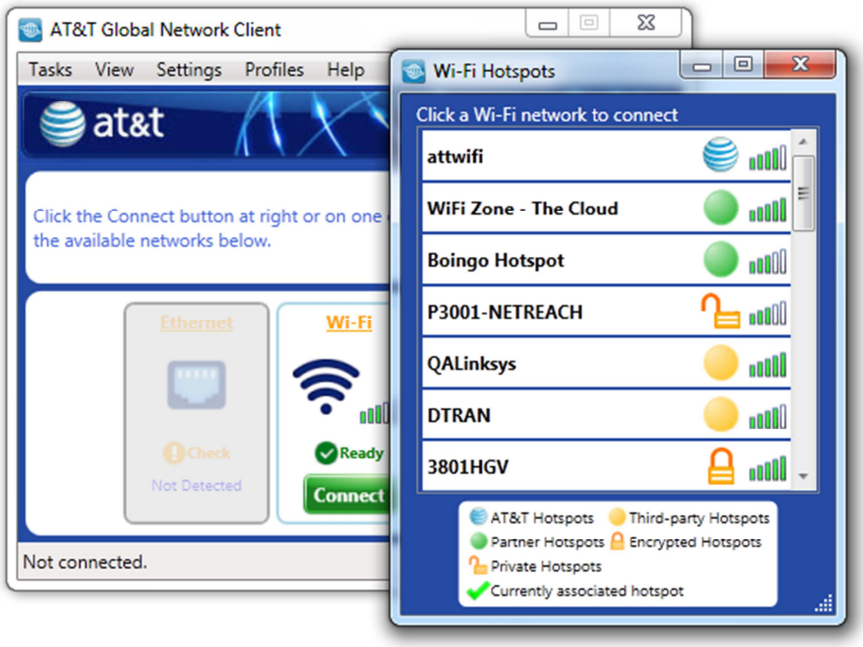

Figure 70: Main Window - Wi-Fi Details

Wi-Fi Hotspot Types

The AT&T Global Network Client categorizes Wi-Fi hotspots in five categories, Encrypted, preferred private, preferred, non-preferred and free. More information about each type is shown in the following table.

TYPE	DESCRIPTION
AT&T Hotspots	The hotspot is an AT&T Wi-Fi hotspot.
Partner Hotspots	The hotspot is owned by a partner of AT&T. You must be authorized to use Wi-Fi by your Customer Account Administrator. An AT&T account, user ID and password are required to associate to the hotspot. This hotspot type is usually located in a public location.
Third-party Hotspots	The hotspot is neither an AT&T Wi-Fi hotspot nor an AT&T partner hotspot. The AT&T Global Network Client will not automatically attempt to use these hotspots. You can select one manually if you are sure the hotspot is safe for use.
Encrypted	The hotspot supports encrypted traffic, requires a password to associate and the password is unknown to the AT&T Global Network Client. This hotspot type may be located in a private or public location.

Figure 71: Hotspot Types

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Wi-Fi Access Using AT&T mobility SIM

AT&T offers Wi-Fi access to users with certain AT&T service plans. Beginning with Version 7.4 the AT&T Global Network Client can be used to connect to supported AT&T Wi-Fi locations using the AT&T Mobility credentials read from your AT&T mobility card.

Your mobility data device must be attached to your computer for the connection to work to the "attwifi" hotspot.

Figure 72: Connection Sequence – AT&T Wi-Fi

This option is included in your default connection sequence without any additional configuration needed by you. The AT&T Wi-Fi connection is prioritized ahead of any other Wi-Fi type connections.

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Wi-Fi Signal Strength

When a Wi-Fi network is used for the connection the signal strength of the Wi-Fi connection is shown under the **Disconnect** button.

Figure 73: Main Window/Connected - Wi-Fi

Click on the signal strength icon under the **Disconnect** button for more information about the Wi-Fi connection and the SSID.

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Mobility Connections

Mobility devices are used if Mobility is included in the automatic connection sequence and a mobility device is available. The AT&T Global Network Client supports all mobility cards listed in Appendix A: Supported Mobility Devices; AT&T Mobility Device Drivers can be optionally installed with the Managed VPN Edition of the AT&T Global Network Client. Other carriers mobile device drivers must be manually installed independent of the AT&T Global Network Client installation process.

When a Mobility connection is available, a **Mobile** icon will be visible in the **Connection** area of the **Main Window**.

Figure 74: Main Window - Mobile Icon

The mobility service mode (if supported by the mobility device) can be selected by clicking on the **Mobile** link or by clicking on **Settings > Mobile Menu > Setup Mobile Provider**

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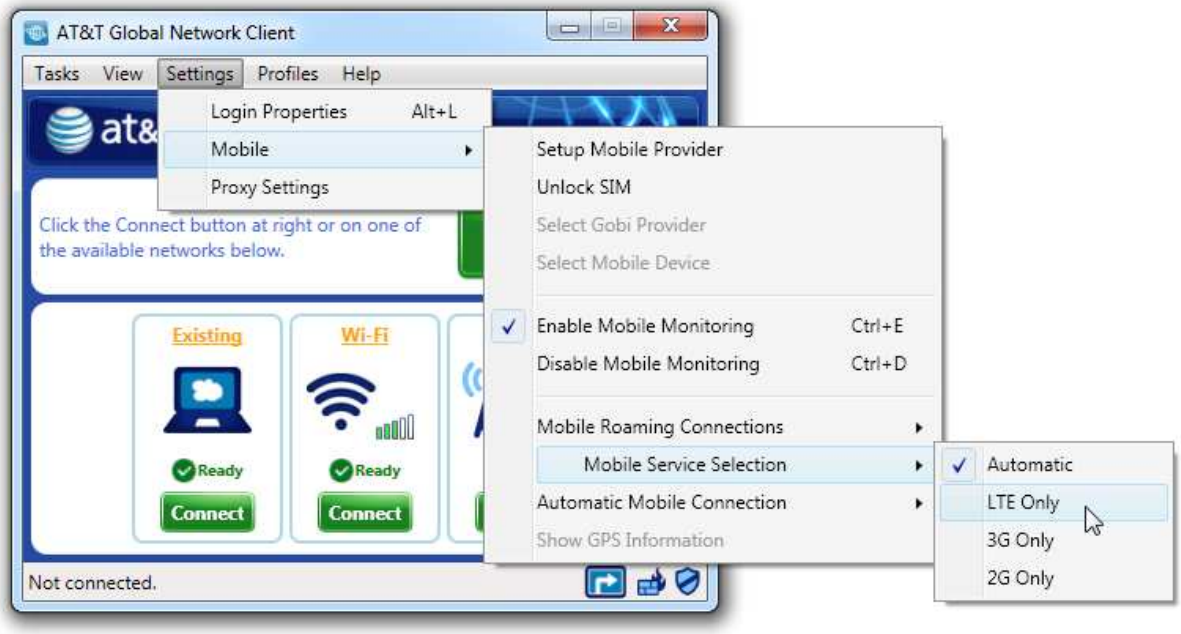

Figure 75: Main Window – Select Service Mode

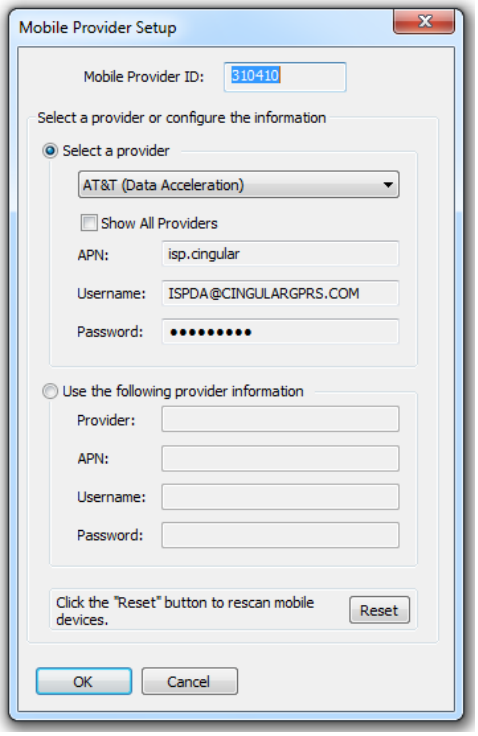

Figure 76: Mobile Provider Setup Dialog

Within the Mobile Service Selection drop-down: **Automatic** sets the card to the manufacturer's default setting;
4G only enables the card to attach only to a 4G HSPA+ or 4G LTE network; **3G only** enables the card to attach only to a 3G network; and
2G only enables the card to attach only to a 2G network.

When the AT&T Global Network Client is closed, the mobility device will be set back to its original setting.

If the AT&T Global Network Client is unable to automatically determine your mobility provider or your mobility network authentication credentials, the first time your mobility connection is used you will be prompted to define the information using the **Mobility Provider Setup** window. Select a pre-defined provider from the drop down list by clicking the **Select a provider** radio button. Or, manually define a new provider by selecting the **Use the following provider information** radio button and entering your provider information in the input fields provided. Future connections should automatically use the defined information.

To access the **Mobility Provider Setup Dialog** when not attempting a connection, right-click on the **Mobility** connection type in the **Connection Sequence** panel of the **Main Window** and click on **Setup mobility provider**.

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Mobility Details

To view your **Mobility details**, click on the **Mobility** icon on the **Main Window**.

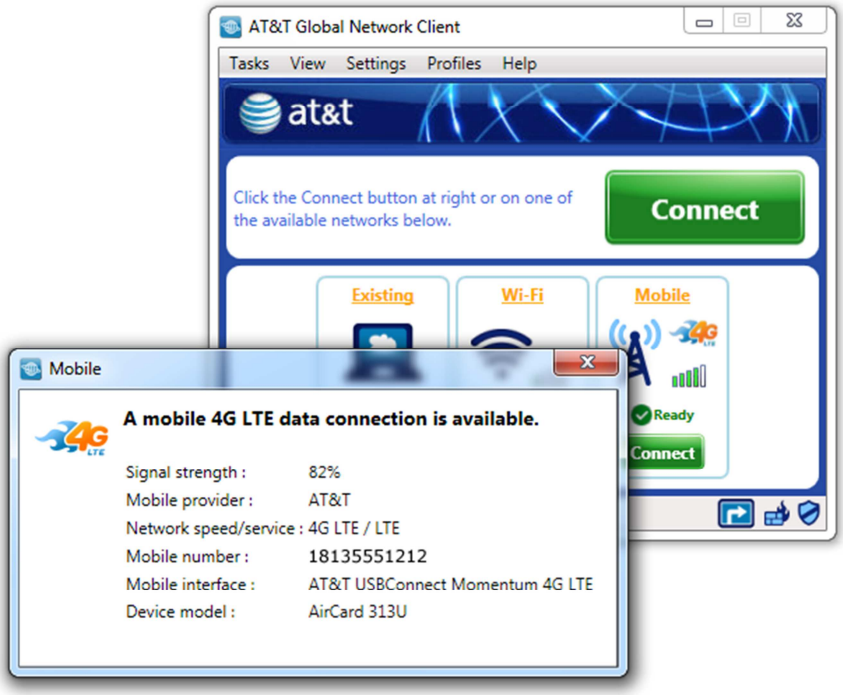

Figure 77: Main Window - Mobility Details

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Advanced Mobility Details

To view advanced **Mobility details**, including the Hotspot Network In Use (APN), Signal Strength in dBm, Cell Tower ID, IMEI, ICCID, press the Alt & E keys simultaneously on your keyboard. You must have a mobility device plugged in and recognized by the AT&T Global Network Client to get these advanced details.

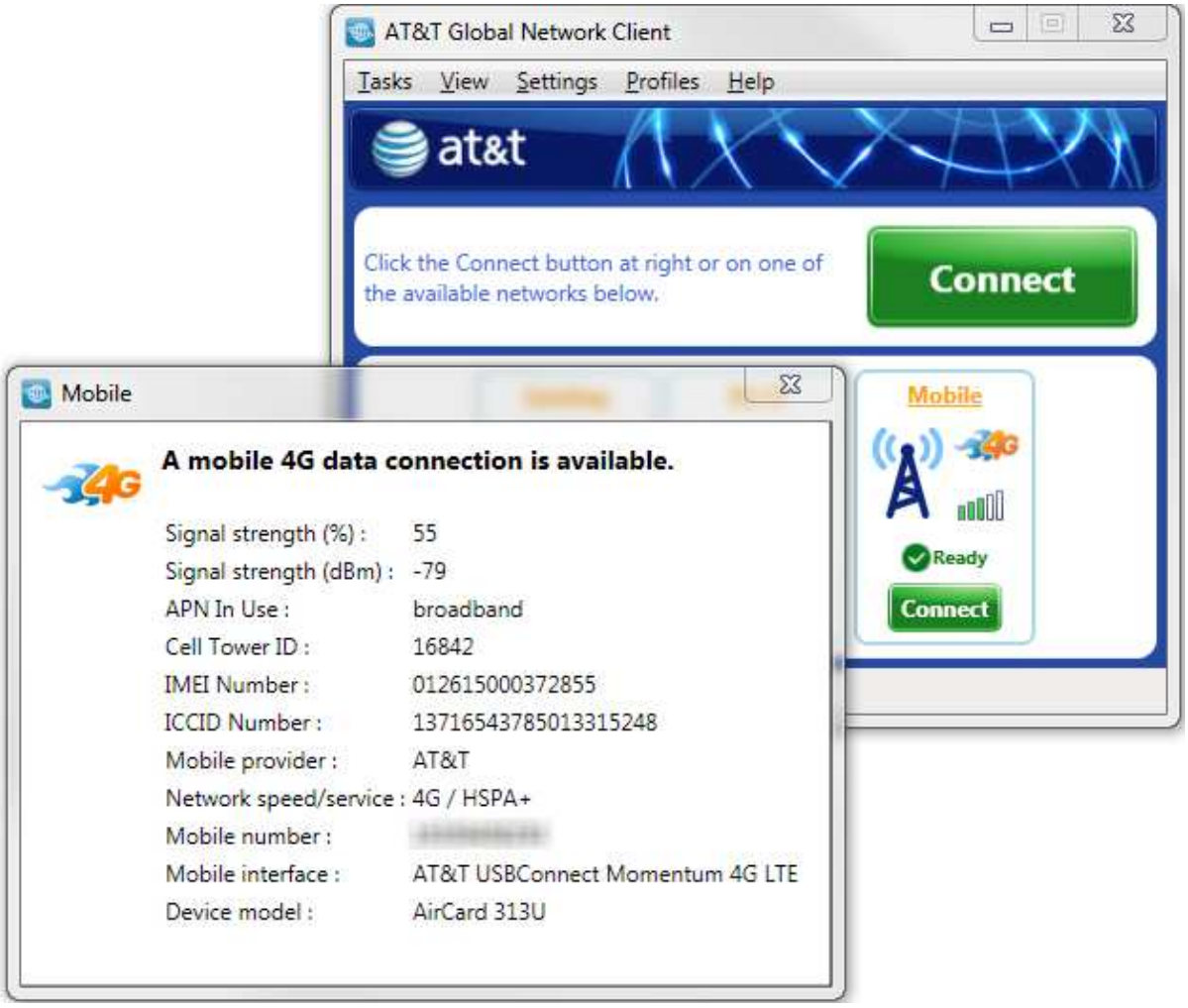
AT&T Global Network Client
Tasks View Settings Profiles Help
at&t
Click the Connect button at right or on one of the available networks below.
Connect
Mobile
Ready
Connect
Mobile
A mobile 4G data connection is available.
Signal strength (%) : 55
Signal strength (dBm) : -79
APN In Use : broadband
Cell Tower ID : 16842
IMEI Number : 012615000372855
ICCID Number : 13716543785013315248
Mobile provider : AT&T
Network speed/service : 4G / HSPA+
Mobile number :
Mobile interface : AT&T USBConnect Momentum 4G LTE
Device model : AirCard 313U

Figure 78: Main Window - More Mobility Details with Alt-E

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SIM Locked

If you are using a mobile device which has a SIM that is locked, the AT&T Global Network Client has been design to prompt you for the PIN to unlock the SIM as soon as the locked SIM is detected so the device can be used.

Figure 79: Mobile SIM Locked

Mobility Data Usage Meter

The AT&T Global Network Client provides usage data for AT&T mobility customers. This usage meter will allow AT&T mobility customers to view their cumulative monthly usage in the context of their monthly billing cycle and data rate plan size.

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Figure 80: Data Usage Meter

Figure 81: Data Usage Meter with Limited Data Remaining

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Figure 82: Data Usage Meter with no Data Remaining

As your monthly usage approaches your data plan threshold you will receive warnings during your session. A warning is generated if you have exceeded your threshold.

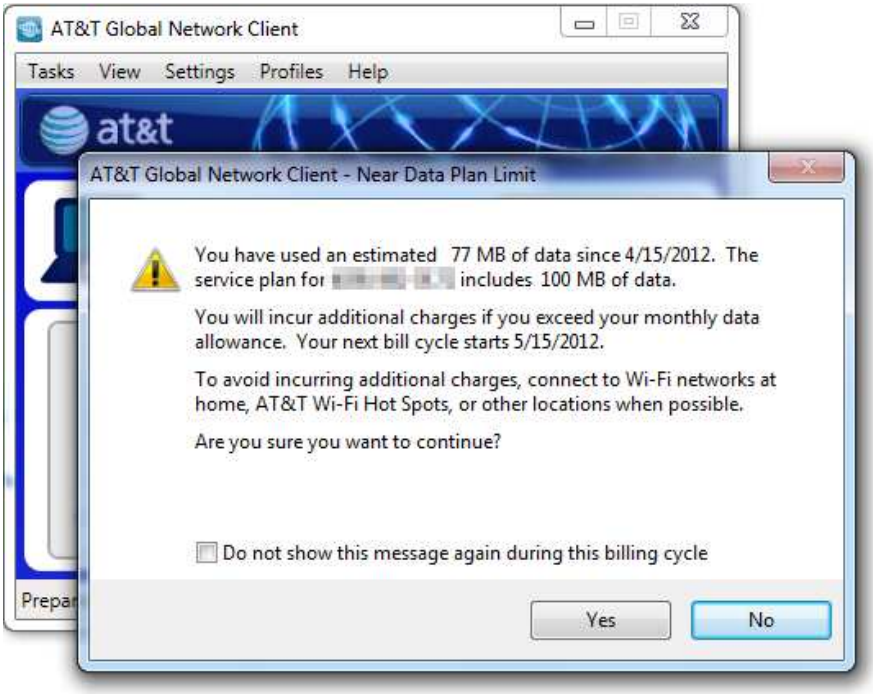
AT&T Global Network Client
Tasks View Settings Profiles Help
at&t
AT&T Global Network Client - Near Data Plan Limit
You have used an estimated 77 MB of data since 4/15/2012. The service plan for includes 100 MB of data.
You will incur additional charges if you exceed your monthly data allowance. Your next bill cycle starts 5/15/2012.
To avoid incurring additional charges, connect to Wi-Fi networks at home, AT&T Wi-Fi Hot Spots, or other locations when possible.
Are you sure you want to continue?
Do not show this message again during this billing cycle
Yes
No

Figure 83: Warning when threshold is about to be exceeded

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A Warning is generated if your threshold has been exceeded and you are starting a new connection.

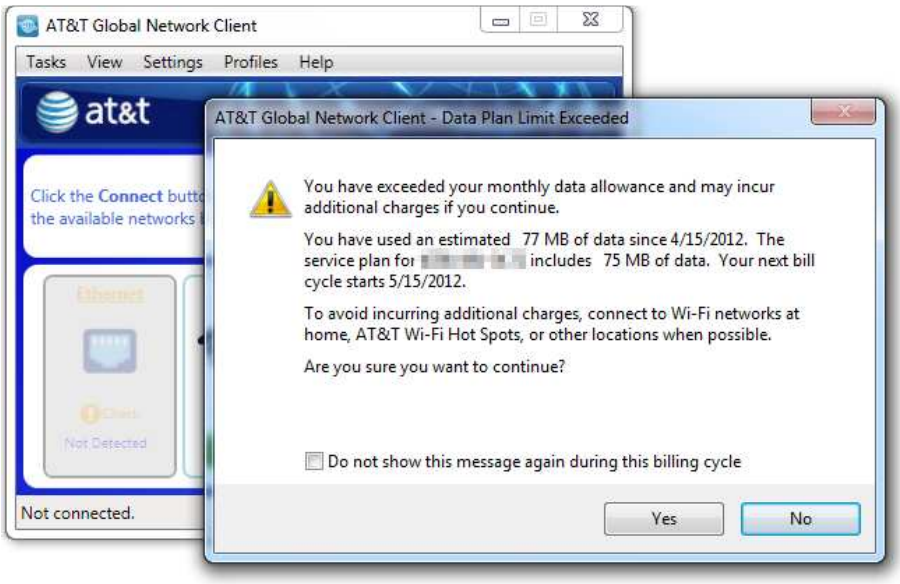
AT&T Global Network Client
Tasks View Settings Profiles Help
at&t
Click the Connect butt
the available networks
Not Detected
Not connected.
AT&T Global Network Client - Data Plan Limit Exceeded
You have exceeded your monthly data allowance and may incur additional charges if you continue.
You have used an estimated 77 MB of data since 4/15/2012. The service plan for includes 75 MB of data. Your next bill cycle starts 5/15/2012.
To avoid incurring additional charges, connect to Wi-Fi networks at home, AT&T Wi-Fi Hot Spots, or other locations when possible.
Are you sure you want to continue?
Do not show this message again during this billing cycle
Yes
No

Figure 84: Warning when your threshold has been exceeded

Mobility Date Usage Meter with a VPN Connection

The AT&T Global Network Client receives usage information from an AT&T Usage Server that is accessed via the internet. Users who connect to a VPN and have internet access will be able to use the Data Usage Meter. Users who connect only to a VPN and have no access to the internet will not have valid information for the Data Usage Meter.

AT&T Network Initiated SMS Messages

If you are connected via an AT&T Mobility data connection, the AT&T Network can initiate informational SMS messages that advise of certain events. For example, if you have exceeded your available data plan AT&T Mobility may send you an SMS message with a warning. These messages show up as pop-up windows.

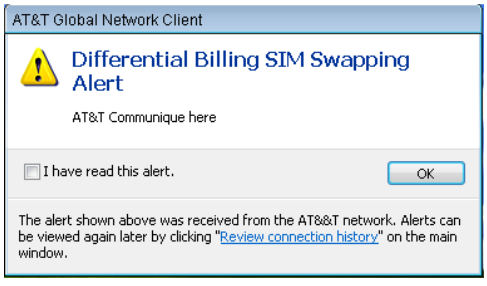
AT&T Global Network Client
Differential Billing SIM Swapping Alert
AT&T Communique here
I have read this alert.
OK
The alert shown above was received from the AT&T network. Alerts can be viewed again later by clicking "Review connection history" on the main window.

Figure 85: AT&T Wireless SMS Message

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Low Signal

Network performance can suffer significantly if you are connected to a weak mobility signal. The AT&T Global Network Client will provide a warning if you are in an area that does not have sufficient signal strength to provide a proper network performance. If you are aware of the connectivity issues and do not want the warning to continue to display, you can check the "Do not display this message again during this session" option and click OK.

AT&T Global Network Client
You are currently experiencing low signal strength and may experience inconsistent performance from your mobile internet connection. If possible, please move to an area with stronger signal strength.
Do not display this message again during this session
OK

Figure 86: Low Signal Strength Warning

Conflicts with Mobility Monitoring Programs

When connecting with the AT&T Global Network Client using a Mobility service, the AT&T Global Network Client and third party programs that monitor your mobility connectivity (usually supplied by your Mobility Provider) may conflict with each other.

To prevent any conflict, third party mobility monitoring programs should not be running when the AT&T Global Network Client is launched. An active third party mobility monitoring program may prevent the AT&T Global Network Client from establishing a connection. To use your third party mobility monitoring program, you must disable mobility device support.

For information on integrating the AT&T Global Network Client with Lenovo Access Connections mobility support, see Appendix D: Integrating with Third Party Software.

Permanently Disable Mobility Device Support

To permanently disable mobility device support click **Login Properties** > **Preferences** and then check the box next to **Permanently disable mobility device support** to disable the AT&T Global Network Client monitoring of your mobility activity and allow the third party program access to the mobility data. To enable monitoring, uncheck the box next to **Permanently disable mobility device support**. You must restart the AT&T Global Network Client for monitoring to resume.

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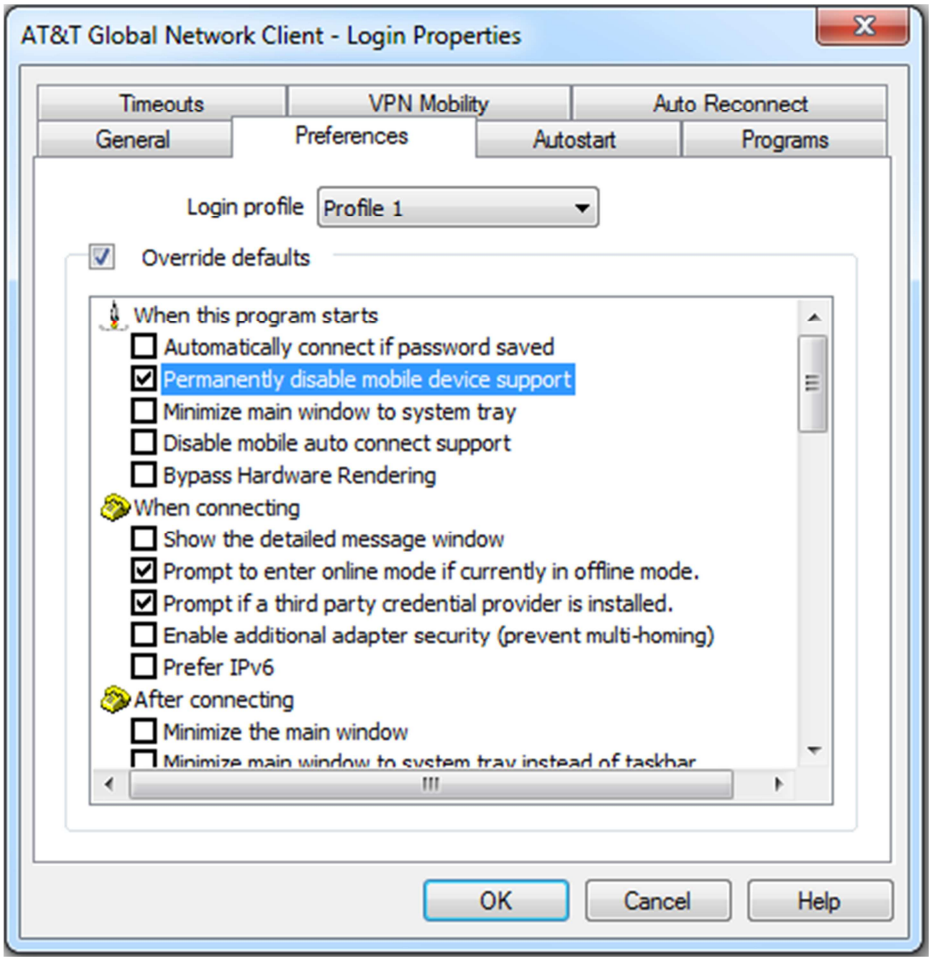

Figure 87: Disable Mobility Monitoring

Temporarily Disable Mobility Device Support

To temporarily disable mobility device support expand the **Connection Sequence** area of the **Main Window**, right-click on the **mobility** Connection type and select **Disable mobility monitoring**. This will disable mobility monitoring until you manually enable it or the AT&T Global Network Client is restarted.

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Figure 88: Disable Mobility Monitoring

AutoConnect Feature

Some mobility devices have an auto-connect feature which configures the mobility device to automatically connect to the mobility network as soon as it has power.

The AT&T Global Network Client can be used to enable or disable the auto-connect setting on mobility devices connected to your laptop. If the current mobility device connected to your laptop supports the auto-connect feature, the mobility pop-up menu will include an **Automatic mobility connection** drop-down item.

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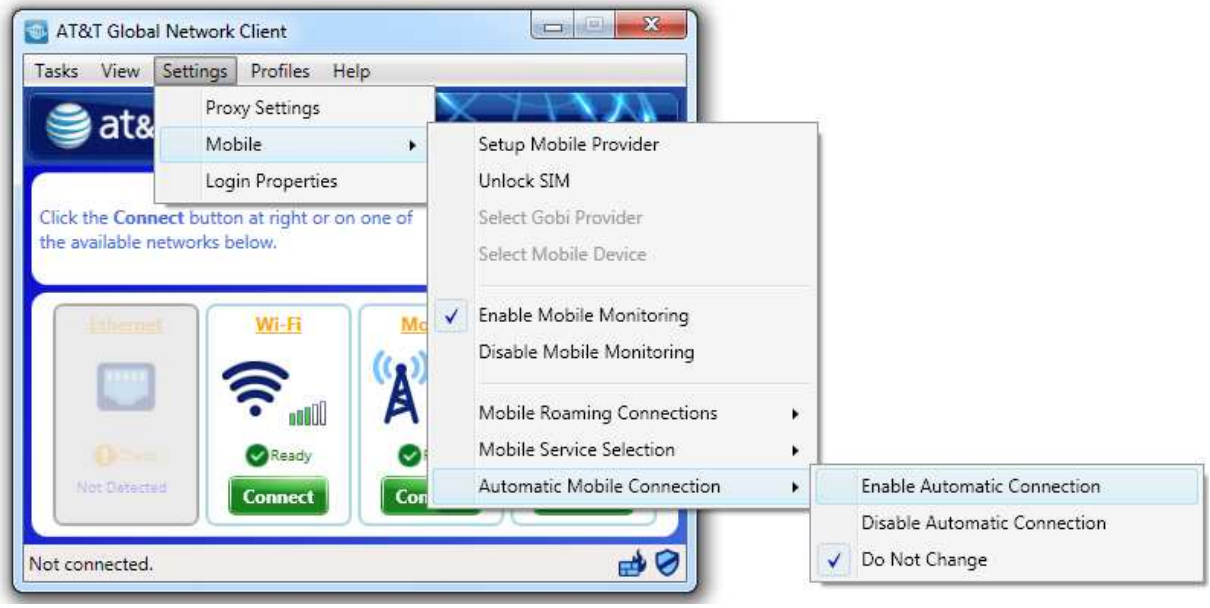

Figure 89: Enable/Disable AutoConnect

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The default behavior of the AT&T Global Network Client is to not modify the device's current auto-connect setting.

If you wish to enable the auto-connect feature on devices connected to your laptop, select the **Enable autoconnect** item from the **Automatic mobility connection** submenu. When you click **Enable autoconnect** the AT&T Global Network Client will immediately enable the auto-connect feature on the current mobility device. It will also remember this setting and enable auto-connect on mobility devices that support auto-connect which are connected to this laptop in the future.

If you wish to disable the auto-connect feature on devices connected to your laptop, select the **Disable autoconnect** item from the **Automatic mobility connection** submenu. When you click **Disable autoconnect,** the AT&T Global Network Client will immediately disable the auto-connect feature on the current mobility device. It will also remember this setting and disable auto-connect on mobility devices that support auto-connect which are connected to this laptop in the future.

If you would like to enable auto-connect on your current mobility device only, and not have the AT&T Global Network Client alter the current auto-connect feature state on any future devices, client the **Enable autoconnect** item from the **Automatic mobility connection** submenu to immediately enable auto-connect on the current device, then select the **Do not change** item from the **Automatic mobility connection** submenu to again set the AT&T Global Network Client to leave the auto-connect setting on devices alone.

When the AT&T Global Network Client is running, it is aware of the auto-connected state of the mobility device connected to the laptop. If the device is not auto-connected, the AT&T Global Network Client will show that a connection can be established, or if Persistent Connections are configured, the AT&T Global Network Client will automatically initiate the connection as it would for any available connection type for Persistent Connections. If the mobility device is auto-connected, the AT&T Global Network Client state will reflect that. If the service for the current profile is Internet, when the AT&T Global Network Client detects the auto-connected mobility device, it will immediately switch to the 'Connected' window. If the service for the current profile is one of the VPN services, the AT&T Global Network Client will denote that the mobility device is auto-connected in the Available Networks task panel and the Connect button will be enabled to allow the establishment of the VPN connection.

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Figure 90: Auto-Connected Mobility with VPN Service

GPS Information

The AT&T Global Network Client can be used to enable and disable the GPS reporting feature of your mobile data device. When the feature is enabled, the device will stream GPS details via a COM port which another application can use to read and process the data. The AT&T Global Network Client can also display the current GPS information so you can see that the feature is enabled and the data is currently available to other applications which may want to use it.

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To enable the GPS reporting or to see the current information, you can either click the GPS icon displayed in the status area at the bottom of the main window of the AT&T Global Network Client, or **GPS Information** from the **View** menu.

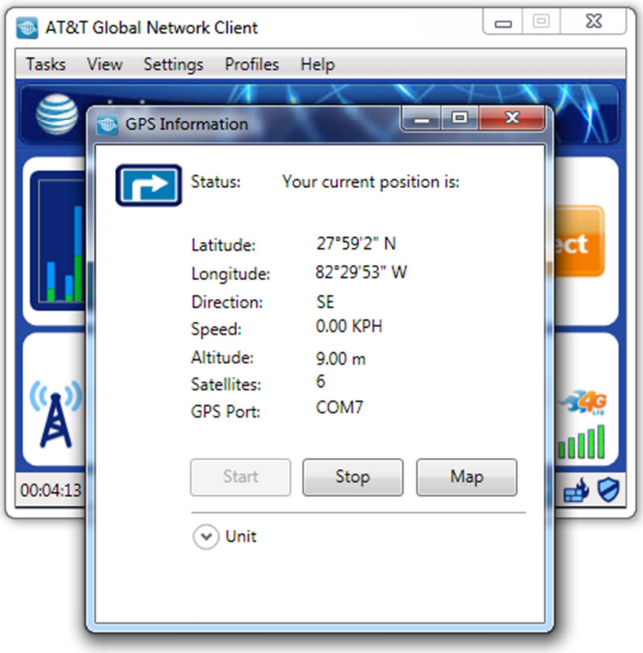

Figure 91: GPS Information

Changing Image on Gobi Devices

Gobi™ devices have the ability to connect to a variety of mobility carriers, including both CDMA and GSM carriers. The devices are able to do this because the image which is loaded onto the device determines how it will connect. The AT&T Global Network Client includes a feature that enables loading a different image onto your Gobi device so it can be used to connect to any provider with which you already have service.

Figure 92: Switch Gobi Image

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In order to switch the image loaded on your Gobi device, right-click the Mobility icon in the Available Networks task panel to bring up the mobility menu. From the menu, select the **Switch Gobi provider…** menu item. This will bring up the **Select Gobi Provider** dialog which will list the images which are available on your laptop. Each laptop manufacturer decides which images it will load on its machines with the Gobi devices and supporting drivers, so different laptops will display different lists, depending on what is available on your specific laptop.

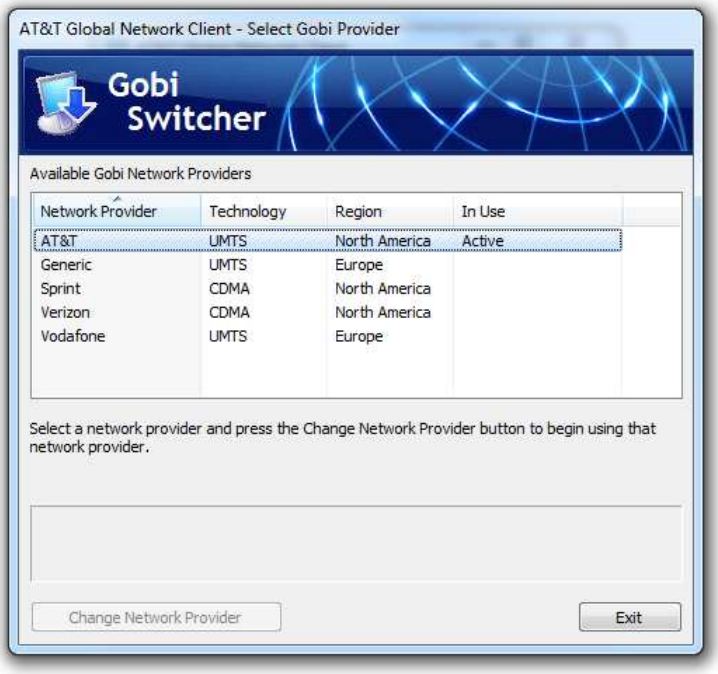

Figure 93: Select Gobi Provider

The image currently loaded onto your Gobi device is shown as the Active image. To switch to a different image, select the image you would like to load and click the **Change Network Provider** button. The AT&T Global Network Client will then load the selected image onto your device.

Loading an image onto your device is not enough to enable you to use the device with another provider. You must have already established service with the provider you are selecting in order to use your Gobi device with the selected provider.

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HP Gobi Devices: Gobi Image Switching is not compatible with all versions of HP Connection Manager. The HP Connection Manager has logic in it to automatically change the carrier image and can override the settings made by the AT&T Client. If you have HP Connection Manager installed on PC it is strongly advised that you uninstall it before using the Gobi image

Troubleshooting Recognition of Mobility Devices

If your Mobility Device is not recognized by the AT&T Global Network Client, you may need to initiate the AT&T Global Network Client to scan for Mobility devices. Click on **Settings** > **Mobile** > **Setup Mobility Provider**. **On the Mobile Provider Setup** window, click the **Reset** button. Then click **OK** to close the **Mobile Provider Setup** dialog. Then restart the AT&T Global Network Client and the search for a new device will take place.

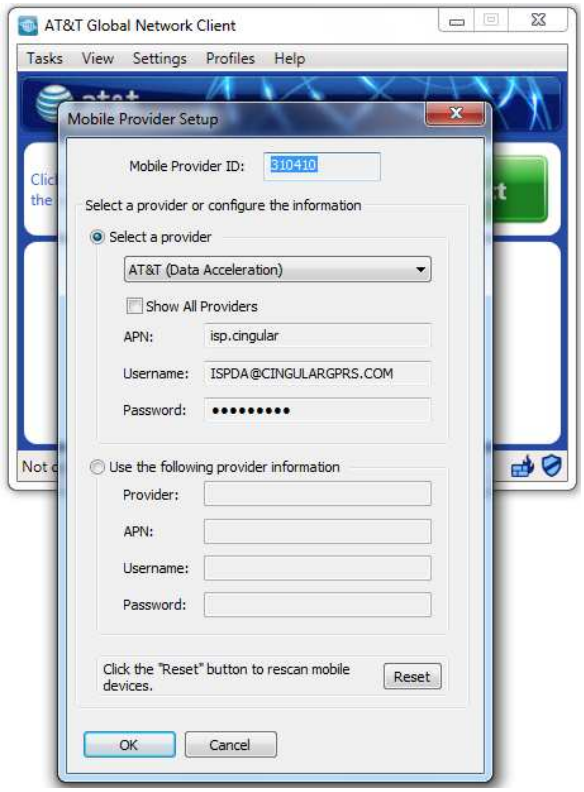

Figure 94: Mobile Provider Setup Window

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Dial Connections

For dial connections, if you click the big, green Connect button and the automatic connection sequence reaches the point at which your dial-up modem will be used, or if you click the small green Connect button in the Dial panel, the Select Dial Directory window will be displayed which allows you to select the phone number or numbers you use to connect from your current location.

Select one or more phone numbers to dial by clicking the checkbox in the row for the phone numbers you wish to use to connect. Click **OK** to continue

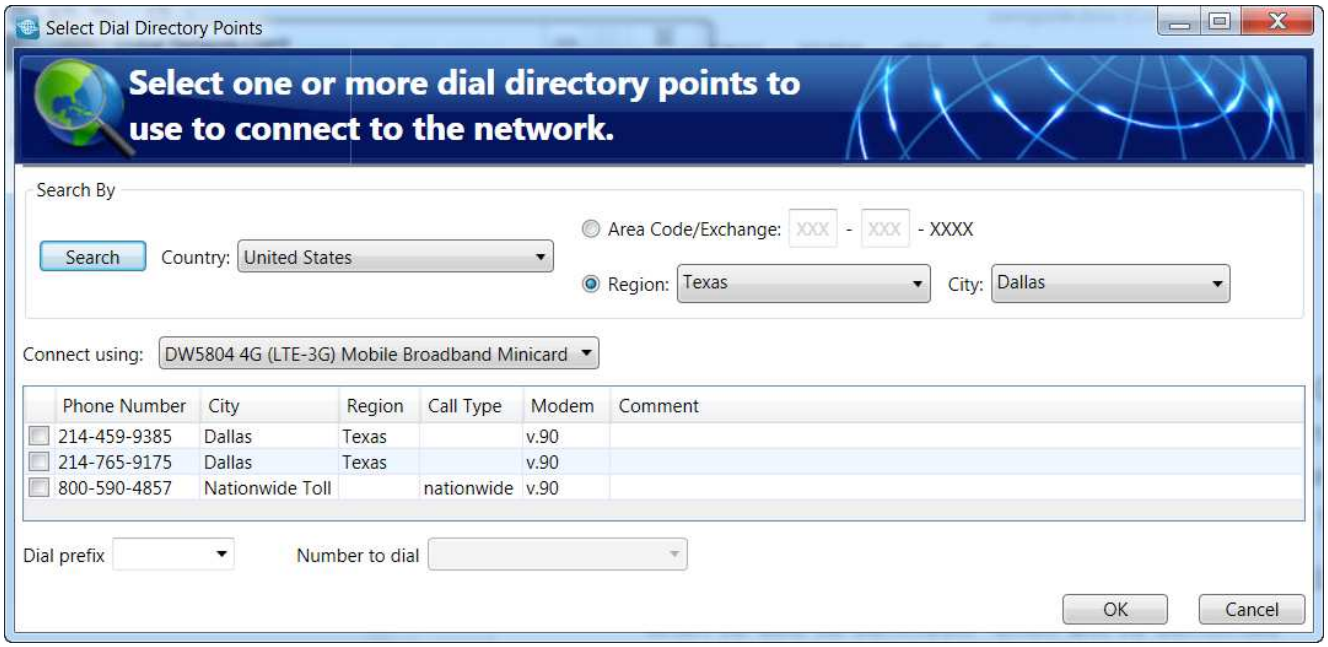

Figure 95: Select Dial Directory Point Window

Selecting a Modem

Change the modem used for the connection using the **Connect using** drop down box on the **Select Dial Directory Window**.

Configuring the Number to Dial

The AT&T Global Network Client selects the most common dial preferences. Verify or change the information for **Dial Prefix** and **Number to dial** on the **Select Dial Directory Window**

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AT&T Global Network Client Firewall

The AT&T Global Network Client Firewall is a component of the AT&T Global Network Client which provides basic firewall capabilities. The AT&T Global Network Client Firewall uses the Windows firewall engine for the firewall and fencing.

The AT&T Global Network Client Firewall is **off** by default. Once the client is connected for the first time, the setting specified by your Customer Account Administrator in the AT&T Service Manager will be used.

The AT&T Global Network Client Firewall provides the following:

- Blocks unsolicited traffic when not connected
- Blocks unsolicited Internet traffic while VPN connected

OPSWAT Certified Firewall

The AT&T Global Network Client Firewall is certified through the OPSWAT Certification Program. This certification demonstrates that the AT&T Global Network Client Firewall is compatible with products from other market-leading technology vendors. Products carrying OPSWAT certification follow standards that assure their product will not adversely affect other installed security software. To learn more, visit the OPSWAT Certification website at http://www.opswat.com/certified.

Firewall Settings Window

The AT&T Global Network Client Firewall Settings Window allows you to select the Firewall state (On/Off) when a VPN connection is not active. The **Firewall Settings** window can be accessed by clicking the Microsoft Windows **Start** Menu, mouse over **All Programs**, click **AT&T Global Network Client**, and click **Firewall Settings**. The **AT&T Global Network Client Firewall Settings** window can only be open when the AT&T Global Network Client application is not running.

AT&T Global Network Client - Firewall Settings
Firewall is ON
The firewall installed on your computer protects it from being accessed by other computers on the network without your knowledge. However, firewalls can prevent certain networking programs from functioning as desired.
Turn ON
When the firewall is ON, your computer can access the network, but other computers on the network can only access your computer if a request is initiated from your computer.
Turn OFF
When the firewall is OFF, your computer can access the network and other computers on the network can send traffic to your computer
Close
Help

Figure 96: Firewall Settings Window

If the **Firewall Settings** is not available as an option in your **AT&T Global Network Client Programs Menu** your Customer Account Administrators chose to not install the application. If the buttons on your **Firewall Settings Window** are inactive and you cannot make changes, your Customer Account Administrator chose to not allow changes.

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Appendix A: Supported Mobility Devices

AT&T Supported Devices

Device drivers for the following list of devices can be optionally installed with the Managed VPN Edition of the AT&T Global Network Client.

MODEM CARDS	AT&T Global Network Client Minimum Version	Last Release Supported
AT&T USBConnect Beam	9.1.1	
AT&T Sierra Wireless AC890 (AC504, Triple Lindy)	8.0.3	
AT&T USBConnect 881 Card	7.2.0	8.8.0
AT&T USBConnect Elevate 4G	8.7.0	9.3.2
AT&T USBConnect Force 4G	8.7.0	9.3.2
AT&T USBConnect Lightning	8.1.0	9.3.2
AT&T USBConnect Momentum 4G	9.0	
AT&T USBConnect Turbo	8.0.3	9.3.2
AT&T USBConnect Velocity	8.0.3	9.3.2
AT&T USBConnect Shockwave	8.3.2	
AT&T USBConnect Adrenaline	8.4.0	9.3.2
AT&T USBConnect 900 (E1815)	8.6.0	9.3.2
Sierra Wireless AirCard 890 Card	8.4.0	
Huawei Force 4G (E368)	8.6.0	9.3.2
Novatel U730 Card (Windows XP SP2+)	7.2.0	8.8.0
Option Globetrotter Combo Card (Windows XP only)	7.2.0	8.8.0
Option GT MAX 1.8 Card	7.2.0	8.8.0
Option GT Max 3.6 Card	7.2.0	8.8.0
Option GT Max 3.6 Express Card	7.2.0	8.8.0
Option GT Ultra Card	7.2.0	8.8.0

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MODEM CARDS	AT&T Global Network Client Minimum Version	Last Release Supported
Option GT Ultra Express Card	7.2.0	8.8.0
Option *i*Con 3.6U5i (322 / Faema / AT&T Quicksilver)[2]	7.5.0	8.8.0
Sierra Wireless AirCard 750 Card	7.2.0	8.8.0
Sierra Wireless AirCard 775 Card	7.2.0	8.8.0
Sierra Wireless AirCard 860 Card	7.2.0	8.6.0
Sierra Wireless AirCard 875 Card	7.2.0	8.6.0
Sierra Wireless AirCard 875U Card	7.2.0	8.6.0
Sierra Wireless AirCard 881 Card	7.2.0	8.9.0
Sierra Wireless Mercury (Poptart)	7.5.0	8.9.0
Sony Ericsson GC82 Card	7.2.0	8.9.0
Sony Ericsson GC83 Card	7.2.0	8.9.0
Sony Ericsson W518a	8.0.2	8.10

NETBOOKS	AT&T Global Network Client Minimum Version	Last Release Supported
Acer Aspire One	8.0.2	
HP Iverson	8.0.2	
Lenovo S10	8.0.2	
Samsung Go (Pebble)	8.0.2	
Nokia Booklet 3G	8.0.2	
Dell 11z	8.0.2	

[2] If you encounter any difficulty using your device, check the AT&T Global Network Client Knowledge Base (http://attnetclient.com/kb) for an article relating to your device.

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Compatible Phones[3]	AT&T Global Network Client Minimum Version	Last Release Supported
AT&T Quickfire	7.6.1	8.9.0
AT&T Tilt	7.2.0	8.9.0
HP iPAQ Obsidian	8.0.2	8.10
HTC FUZE	7.6.1	8.9.0
LG Arena (GT950)	8.0.2	8.10
LG CB630	7.6.0	8.9.0
LG CF360	7.6.1	8.9.0
LG Chiwoo CU515	7.6.0	8.9.0
LG CU320	7.2.0	8.9.0
LG CU400	7.2.0	8.9.0
LG CU500	7.2.0	8.9.0
LG INCITE	7.6.1	8.9.0
LG Invision	7.6.1	8.9.0
LG Monaco (GW820)	8.0.2	8.10
LG Secret	7.6.1	8.9.0
LG Shine II (GD710)	8.0.2	8.10
LG TRAX	7.2.0	8.9.0
Motorola Tundra	7.6.1	8.9.0
Motorola V180	7.2.0	8.9.0
Motorola V220	7.2.0	8.9.0
Motorola V400	7.2.0	8.9.0
Motorola V551	7.2.0	8.9.0
Motorola V3xx	7.2.0	8.9.0
Motorola RAZR V3	7.2.0	8.9.0
Motorola Z9 "Husky"	7.5.0	8.9.0
Nokia 6350	8.0.2	8.10

[3] If using your handset as a tethered modem, you may need a data cable accessory, sold separately, to connect the phone to your PC.

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Compatible Phones[3]	AT&T Global Network Client Minimum Version	Last Release Supported
Nokia 6650	7.6.1	8.9.0
Nokia Mural (6750)	8.0.2	8.10
Nokia Surge (6790)	8.0.2	8.10
Pantech C530	7.6.1	8.9.0
Pantech C610	7.6.1	8.9.0
Pantech C630	7.6.1	8.9.0
Pantech Duo Pro	7.6.1	8.9.0
Pantech Matrix	7.6.1	8.9.0
Research In Motion BlackBerry 8700c	7.2.0	8.9.0
Research In Motion BlackBerry 8800	7.2.0	8.9.0
Research In Motion BlackBerry 8820	7.2.0	8.9.0
Research In Motion BlackBerry 8110	7.5.0	8.9.0
Research In Motion BlackBerry Bold 9700	8.0.2	8.10
Research In Motion BlackBerry Bold 9800	8.1.2	9.3.2
Research In Motion BlackBerry Bold 9900	9.0	
Research In Motion BlackBerry Curve 8300	7.2.0	8.9.0
Research In Motion BlackBerry Curve 8310	7.2.0	8.9.0
Research In Motion BlackBerry Curve 8320	7.5.0	8.9.0
Research In Motion BlackBerry Curve 9300	9.0	
Research In Motion BlackBerry Curve 9360	9.0	
Research In Motion BlackBerry Curve 9860	9.0	
Research In Motion BlackBerry 9000 Raptor / Bold	7.5.0	8.9.0
Research In Motion BlackBerry Gemini 8520	8.0.2	8.10
Research In Motion BlackBerry Pearl	7.2.0	8.9.0
Research In Motion BlackBerry Torch 9800	8.10.0	
Samsung A707 Sync	7.2.0	8.9.0
Samsung A717	7.2.0	8.9.0

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Compatible Phones[3]	AT&T Global Network Client Minimum Version	Last Release Supported
Samsung A727	7.2.0	8.9.0
Samsung A777	7.6.1	8.9.0
Samsung A797	8.0.2	8.10
Samsung A887	8.0.2	8.10
Samsung A897	8.0.2	8.10
Samsung BJ Plus i617	7.3.0	8.9.0
Samsung Eternity	7.6.1	8.9.0
Samsung i607 Blackjack	7.2.0	8.9.0
Samsung i907 Mirage	7.5.0	8.9.0
Samsung Peridot SGH A737	7.3.0	8.9.0
Samsung Propel	7.6.1	8.9.0
Samsung Rugby SGH-A837	7.5.0	8.9.0
Samsung ZX10	7.2.0	8.9.0
Samsung ZX20	7.2.0	8.9.0
Sony Ericsson W760a	7.6.1	8.9.0
Sony Ericsson Bear Z750a	7.5.0	8.9.0

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Other Supported Mobility Devices

The following list of devices is supported for use with the AT&T Global Network Client, but installation and configuration of the device must be manually performed outside of the AT&T Global Network Client installation process.

DEVICE	DEVICE TYPE	TECHNOLOGY	STATUS[4]	AT&T GLOBAL NETWORK CLIENT MINIMUM VERSION	LAST SUPPORTED VERSION
Alcatel					
X220l	USB	GSM	Supported	8.2	9.3.2
Asus					
Halley	Handset	HSDPA	Supported	7.0	8.9.0
Bandrich					
M250	Embedded	HSDPA	Supported	8.0.2	8.10
M280	Embedded	HSDPA	Certified	8.0.2	8.10
Dell					
Dell 5540 Mobile Broadband	Embedded	HSUPA	Certified	8.0.2	8.10
Dell 5505 Mobile Broadband	Embedded	HSDPA	Supported	6.9	8.9.0
Dell 5510 Mobile Broadband	ExpressCard/ Embedded	HSDPA 3.6	Supported	6.9	8.9.0
Dell 5520 Mobile Broadband	Embedded	HSDPA 3.6	Supported	7.3	8.9.0
Dell 5530 Mobile Broadband	Embedded	HSUPA	Supported	7.3	8.9.0
Dell 5720 Mobile Broadband	Embedded	EVDO	Supported	7.4	8.9.0
Dell 5600 Mobile Broadband	Embedded	EVDO/HSPA	Certified	8.0.3	8.10

[4] SDK Definitions:
Supported: Device has been tested by Smith Micro (provider of the SDK) against a version of the SDK.
Certified: Device has specifically been tested by AT&T against the version of the AT&T Global Network Client listed.
Pending: Device is pending certification by AT&T.
Not Supported: Device is either not tested or does not work.
* Devices marked by an asterisk are known by more than one name.

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DEVICE	DEVICE TYPE	TECHNOLOGY	STATUS[4]	AT&T GLOBAL NETWORK CLIENT MINIMUM VERSION	LAST SUPPORTED VERSION
Dell 5620 Mobile Broadband	Embedded	EVDO/HSPA	Certified	8.0.2	8.10
Ericsson					
R520m	Handset	GPRS	Supported	6.7	8.9.0
F3307	Embedded	HSUPA	Certified	8.0.2	8.10
F3507g	Embedded	HSUPA	Certified	7.3	8.9.0
F3607gw	Embedded	HSUPA	Pending	8.0.2	8.10
F5521gw	Embedded	HSUPA	Pending	8.2	9.3.2
Franklin Wireless					
CDU680	USB	EVDO	Supported	8.0.2	8.10
CMU300	USB	EVDO	Supported	8.0.2	8.10
CMU301	USB	EVDO	Supported	8.1.1	9.3.2
U600 (Dual Mode Device)	USB	EVDO	Supported	8.3.2	9.3.2
M600 (Dual Mode Device)	Embedded	EVDO	Supported	8.3.2	9.3.2
Fujistu					
F2402*	PC Card	WCDMA	Supported	6.7	8.9.0
P2402	PC Card	WCDMA	Supported	6.7	8.9.0
MC8781*	Embedded	HSUPA	Supported	7.3	8.9.0
HP					8.9.0
HS2300*	USB	HSDPA	Supported	7.2	8.9.0
HS2600(?)*	Embedded	HSUPA	Pending	7.3	8.9.0
un2400*	Embedded	HSUPA	Certified	7.3	8.9.0
un2420*	Embedded	HSUPA	Pending	8.0.2	8.10
QC430AA	Embedded	HSUPA/EVDO	Supported	8.8	
QC430UT	Embedded	HSUPA/EVDO	Supported	8.8	
HTC					
4600/4605	Handset	GSM	Supported	8.0.2	8.10
8900/8925	Handset	GSM	Supported	8.0.2	8.10

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Huawei					
E169	USB	HSDPA	Supported	7.3	8.9.0
E17X (E170/E172)	USB	HSDPA	Supported	7.3	8.9.0
E220	USB	HSDPA	Supported	6.9	8.9.0
E226	USB	HSDPA	Supported	8.0.2	8.10
EC228	USB	EVDO	Supported	8.0.2	8.10
E230	USB	HSDPA	Supported	7.4	8.9.0
E270	USB	HSDPA	Supported	7.1	8.9.0
E272*	USB	HSDPA	Supported	7.2	8.9.0
E280	USB	HSDPA	Supported	7.1	8.9.0
EC360	USB	EVDO	Supported	8.0.2	8.10
E510	PC Card	UMTS	Certified	7.4	8.9.0
E600	PC Card	UMTS	Supported	6.7	8.9.0
E612	PC Card	UMTS	Supported	7.4	8.9.0
E618	PC Card	UMTS	Supported	6.7	8.9.0
E620	PC Card	HSDPA	Supported	6.7	8.9.0
E621	PC Card	HSDPA	Supported	6.7	8.9.0
E630	PC Card	HSDPA	Supported	6.9	8.9.0
E660A	PC Card	HSDPA 7.2	Supported	6.9	8.9.0
EM730	Embedded	HSDPA 7.2	Supported	8.0.2	8.10
E770	Embedded	HSDPA 7.2	Supported	8.0.2	8.10
EM770w	Embedded	HSDPA 7.2	Certified	8.0.2	8.10
E800	PC Card	HSDPA 7.2	Supported	7.1	8.9.0
E800A	PC Card	HSDPA 7.2	Supported	7.1	8.9.0
E870	PC Card	HSDPA 7.2	Supported	7.1	8.9.0
B970	USB	EDGE	Supported	8.0.2	8.10
E3565 (E160G)	PC Card	GPRS/EDGE	Certified	7.4	8.10
E3735 (E880)	PC Card	GPRS/EDGE	Certified	7.4	8.10

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K3715 (E180, E182)	USB	HSDPA	Certified	7.4	8.9.0
EG162	PC Card	GPRS/EDGE	Supported	7.3	8.9.0
K3520	USB	HSDPA	Supported	8.0.2	8.10
M3710	USB	HSDPA	Supported	8.0.2	8.10
K3565	USB	HSDPA	Supported	8.0.2	8.10
E1762v	PC Card	HSDPA	Certified	8.0.2	8.10
E1615	PC Card	HSDPA	Supported	8.0.2	8.10
E1550	USB	HSDPA	Supported	8.0.2	8.10
E1552	USB	HSDPA	Supported	8.0.2	8.10
K3765	USB	HSDPA	Supported	8.0.2	8.10
K4505	USB	HSDPA	Supported	8.0.2	8.10
UMG181	USB	HSDPA	Supported	8.1	9.3.2
UMG1691	USB	HSDPA	Supported	8.1	9.3.2
E168 (EC168)	USB	HSDPA	Supported	8.1	9.3.2
E1820	USB	HSDPA	Supported	8.1	9.3.2
E1756	USB	HSDPA	Supported	8.1	9.3.2
R201	USB	HSDPA	Supported	8.2	9.3.2
K4605	USB	HSPA	Supported	8.3.2	9.3.2
K3806	USB	HSPA	Supported	8.3.2	9.3.2
E820	Embedded	HSDPA 7.2	Supported	8.3.2	9.3.2
Imate					
Jas Jam	Handset	GPRS	Supported	6.9	8.9.0
SP Jas	Handset	GPRS	Supported	6.9	8.9.0
Kyocera					
KPC650	PC Card	1xEVDO/1xRTT	Supported	6.7	8.9.0
KPC680	Express Card	1xEVDO	Supported	8.0.2	8.10
Lenovo					
MC8775*	Embedded	HSDPA	Supported	7.1	8.9.0

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LG					
A7110	Handset	EDGE	Supported	6.7	8.9.0
C1300	Handset	GPRS	Supported	6.7	8.9.0
G4050	Handset	GPRS	Supported	6.7	8.9.0
L1200	Handset	GPRS	Supported	6.7	8.9.0
L1400	Handset	GPRS	Supported	6.7	8.9.0
LX160	Handset	EVDO	Supported	7.3	8.9.0
LX400	Handset	EVDO	Supported	7.3	8.9.0
LX550	Handset	EVDO	Supported	7.3	8.9.0
LX570	Handset	EVDO	Supported	7.3	8.9.0
LX600	Handset	EVDO	Supported	8.0.2	8.10
AX840	Handset	EVDO	Supported	8.2	9.3.2
CU320	Handset	UMTS	Supported	6.7	8.9.0
CB630	Handset	UMTS	Supported	8.0.2	8.10
CU500	Handset	UMTS	Supported	6.7	8.9.0
CU515*	Handset	HSDPA	Supported	7.3	8.9.0
CU720	Handset	UMTS	Supported	7.3	8.9.0
CU920	Handset	HSDPA	Supported	7.3	8.9.0
CU575*	Handset	UMTS	Supported	7.1	8.9.0
X110	Embedded	HSUPA	Supported	8.0.2	8.10
GR500	Handset	HSUPA	Supported	8.0.2	8.10
Bobsleigh	USB	HSUPA	Supported	8.0.2	8.10
GT950	Handset	HSUPA	Supported	8.0.2	8.10
GW820	Handset	HSUPA	Supported	8.0.2	8.10
GD710	Handset	HSUPA	Supported	8.0.2	8.10
GR700	Handset	HSUPA	Supported	8.1	9.3.2
AC8370	Handset	EVDO	Supported	8.3.2	9.3.2
Adrenaline (3g)	USB	HSPA	Supported	8.4	

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Adrenaline (LTE) *Firmware Upgrade Required*	USB	HSPA	Supported	8.8	
Motorola					
A008	Handset	GPRS	Supported	6.7	8.9.0
A630	Handset	GPRS	Supported	6.7	8.9.0
A845	Handset	UMTS	Supported	6.7	8.9.0
M2501	PC Card	FOMA	Supported	6.9	8.9.0
IZAR*	Handset	UMTS	Supported	7.0	8.9.0
KZRZ*	Handset	UMTS	Supported	7.0	8.9.0
KZRZ*	Handset	EVDO	Supported	7.3	8.9.0
RAZR	Handset	EVDO	Supported	7.3	8.9.0
SLVR	Handset	EVDO	Supported	7.3	8.9.0
T280i	Handset	GPRS	Supported	6.7	8.9.0
T720i	Handset	GPRS	Supported	6.7	8.9.0
V60gi	Handset	GPRS	Supported	6.7	8.9.0
V66i	Handset	GPRS	Supported	6.7	8.9.0
V180	Handset	GPRS	Supported	6.7	8.9.0
V220	Handset	GPRS	Supported	6.7	8.9.0
V3 Razr	Handset	GPRS	Supported	7.3	8.9.0
V3Gxx	Handset	UMTS	Supported	7.1	8.9.0
V9m	Handset	EVDO	Supported	7.3	8.9.0
V400	Handset	GPRS	Supported	6.7	8.9.0
V600	Handset	GPRS	Supported	6.7	8.9.0
Volans*	Handset	UMTS	Supported	7.0	8.9.0
Z551	Handset	EDGE	Supported	6.7	8.9.0
Z9	Handset	HSDPA	Supported	7.3	8.9.0
VA76r	Handset	HSDPA	Supported	8.0.2	8.10
QA1	Handset	HSDPA	Supported	8.0.2	8.10

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NEC					
232	Handset	GPRS	Supported	6.7	8.9.0
D01NX	PC Card	GPRS	Supported	8.0.2	8.10
D01NE	PC Card	GPRS	Supported	8.0.2	8.10
Nokia					
3220	Handset	EDGE	Supported	6.7	8.9.0
BT3600	Handset	GPRS	Supported	6.7	8.9.0
BT3650	Handset	GPRS	Supported	6.7	8.9.0
5100	Handset	GPRS	Supported	6.7	8.9.0
6100	Handset	GPRS/GSM	Supported	6.7	8.9.0
6200	Handset	EDGE	Supported	6.7	8.9.0
6230	Handset	EDGE	Supported	6.7	8.9.0
6234	Handset	UMTS	Supported	7.0	8.9.0
6282	Handset	UMTS/GSM	Supported	6.7	8.9.0
6310i	Handset	GPRS	Supported	6.7	8.9.0
6350	Handset	HSDPA	Supported	8.0.2	8.10
6555b*	Handset	GPRS	Supported	7.3	8.9.0
6620	Handset	EDGE	Supported	6.7	8.9.0
6651	Handset	UMTS	Supported	6.7	8.9.0
6750	Handset	GPRS	Supported	8.0.2	8.10
6790	Handset	GPRS	Supported	8.0.2	8.10
6800	Handset	GPRS	Supported	6.7	8.9.0
6820	Handset	EDGE	Supported	6.7	8.9.0
7610	Handset	GPRS	Supported	6.7	8.9.0
8390	Handset	GPRS	Supported	6.7	8.9.0
E50	Handset	UMTS	Supported	7.0	8.9.0
E61	Handset	UMTS	Supported	7.0	8.9.0
E71	Handset	UMTS	Supported	8.0.2	8.10

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N73	Handset	UMTS	Supported	7.0	8.9.0
Tarpon	Handset	UMTS	Supported	8.0.2	8.10
Nokia/Intel					
Windigo	Embedded	UMTS	Not Supported		
Novatel					
C201	PC Card	1xRTT	Supported	6.3.4	8.9.0
G100	PC Card	GPRS	Supported	6.7	8.9.0
G301	PC Card	GPRS	Supported	6.7	8.9.0
u520	PC Card	UMTS	Supported	6.7	8.9.0
u530	PC Card	UMTS	Supported	6.7	8.9.0
u630	PC Card	UMTS	Supported	6.7	8.9.0
v620*	PC Card	1xEVDO/1xRTT	Supported	6.3.4	8.9.0
s620*	PC Card	1xEVDO/1xRTT	Supported	6.3.4	8.9.0
S720*	PC Card	1xEVDO/1xRTT	Supported	6.9	8.9.0
U720	USB	EVDO	Supported	6.7	8.9.0
U727	USB	EVDO	Supported	6.9	8.9.0
U730*	USB	HSDPA	Supported	6.7	8.9.0
EM725	Embedded	EVDO	Supported	7.3	8.9.0
EM726	Embedded	EVDO	Supported	7.3	8.9.0
EM727	Embedded	EVDO	Supported	8.0.2	8.10
Expedite	Embedded	EVDO	Supported	9.0	
EX720	ExpressCard	EVDO	Supported	7.4	8.9.0
EV730*	Embedded	HSDPA	Supported	6.7	8.9.0
EU730*	Embedded	HSDPA	Supported	6.7	8.9.0
U740*	PC Card	HSDPA	Supported	6.7	8.9.0
U760	USB	EVDO	Supported	8.0.2	8.10
E760	Embedded	EVDO	Supported	8.0.2	8.10
C777	Express	EVDO	Supported	8.0.2	8.10

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EU740*	Embedded	HSDPA	Supported	6.7	8.9.0
XU870*	ExpressCard/ Embedded	HSDPA 3.6	Supported	6.9	8.9.0
U870*	PC Card	HSDPA 3.6	Supported	6.9	8.9.0
EU860D	Embedded	HSDPA 3.6	Supported	7.3	8.9.0
EU870D*	ExpressCard/ Embedded	HSDPA 3.6	Supported	7.1	8.9.0
XU950D	ExpressCard/ Embedded	HSDPA 7.2	Supported	7.1	8.9.0
MC950*	ExpressCard/ Embedded	HSDPA 7.2	Supported	7.2	8.9.0
MC950D	ExpressCard/ Embedded	HSDPA 7.2	Supported	7.3	8.9.0
MC990D	USB	HSDPA 7.2	Supported	8.0.2	8.10
U998	USB	EVDO	Supported	8.2	9.3.2
MiFi2352	USB	WiFi/HSDPA	Supported	8.0.2	8.10
U1000 (Dual mode CDMA/GSM)		CDMA/GSM	Supported	8.1.1	9.3.2
PC770	Express/PC	CDMA	Supported	8.2	9.3.2
MC547	USB	CDMA	Supported	8.3.2	9.3.2
Option					
GT Fusion+ 3G/EDGE*	PC Card	UMTS/WiFi	Supported	6.7	8.9.0
GT Fusion+ HSDPA*	PC Card	GPRS	Supported	6.7	8.9.0
GT Combo EDGE*	PC Card	EDGE	Supported	6.7	8.9.0
GT EDGE*	PC Card	EDGE	Supported	6.7	8.9.0
GT 3G Quad*	PC Card	UMTS	Supported	6.7	8.9.0
GT 3G/EDGE*	PC Card	UMTS	Supported	6.7	8.9.0

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GT HSDPA*	PC Card	UMTS	Supported	6.7	8.9.0
GT Max W*	PC Card	HSDPA	Supported	6.7	8.9.0
GT Max E*	PC Card	HSDPA	Supported	6.7	8.9.0
GT Max J*	PC Card	HSDPA	Supported	6.7	8.9.0
GT Max 7.2 Ready E	PC Card	HSDPA	Supported	6.7	8.9.0
GT Max 7.2 Ready W	PC Card	HSDPA	Supported	6.7	8.9.0
GT Express 7.2 E*	PC Card	HSDPA 7.2	Supported	7.1	8.9.0
GT Express 7.2 W*	PC Card	HSDPA 7.2	Supported	7.1	8.9.0
GT Express HSUPA E*	PC Card	HSUPA	Supported	7.0	8.9.0
GT Express HSUPA W*	PC Card	HSUPA	Supported	7.0	8.9.0
GT Express 401	PC Card	HSUPA	Certified	7.4	8.9.0
3G*	PC Card	UMTS	Supported	6.9	8.9.0
GT*	PC Card	HSDPA/EDGE	Supported	6.9	8.9.0
GTM 351 E*	Embedded	HSDPA	Supported	6.9	8.9.0
GTM 378	Embedded	HSDPA 3.6	Supported	7.3	8.9.0
GTM 380 E*	Embedded	HSDPA 7.2	Supported	7.1	8.9.0
GTM 380 W*	Embedded	HSDPA 7.2	Supported	7.1	8.9.0
GTM 382	Embedded	HSDPA 7.2	Supported	8.0.2	8.10
GS Icon*	USB	HSDPA	Supported	6.9	8.9.0
GS 401	USB	HSDPA	Certified	7.4	8.9.0
GS Icon 7.2 E*	USB	HSDPA 7.2	Supported	7.1	8.9.0
GS Icon 3	USB	HSDPA 7.2	Certified	7.4	8.9.0
GT GTM378 E*	Embedded	HSDPA 3.6/7.2	Supported	7.0	8.9.0
GT GE 201/202*	ExpressCard	HSDPA 7.2	Supported	7.3	8.9.0
GT GE 301/302*	ExpressCard	HSDPA 7.2	Supported	7.3	8.9.0

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GS GI 301/302*	USB	HSUPA	Supported	7.2	8.9.0
E3730	ExpressCard	HSUPA	Supported	8.1.1	9.3.2
GTM 378	Embedded	HSDPA 3.6 / 7.2	Supported	7.3	8.9.0
Icon 322	USB	HSDPA 7.2	Supported	8.0.2	8.10
GI0505	USB	HSDPA	Supported	8.0.2	8.10
GE441	USB	HSDPA	Supported	8.0.2	8.10
Icon 461	USB	HSDPA	Supported	8.0.2	8.10
Palm					
Treo 750v*	Handset	GPRS	Supported	7.0	8.9.0
Pantech					
C810*	Handset	HSDPA	Supported	7.3	8.9.0
PX-500	PC Card	1xEVDO Rev A/ 1xRTT	Supported	7.4	8.9.0
5740	PC Card	1xEVDO/1xRTT	Supported	7.3	8.9.0
5750	PC Card	1xEVDO/1xRTT	Supported	7.3	8.9.0
C630	Handset	HSDPA	Supported	8.0.2	8.10
C610	Handset	HSDPA	Supported	8.0.2	8.10
UM175AL	USB	EVDO	Supported	8.1	9.3.2
Qualcomm					
GOBI*	Embedded	HSUPA	Certified	7.3	8.9.0
GOBI*	Embedded	1xEVDO/1xRTT	Supported	8.0.2	8.10
GOBI	Embedded	EVDO	Supported	8.0.2	8.10
GOBI 2000*	Embedded	HSUPA	Certified	8.0.2	8.10
GOBI 2000*	Embedded	EVDO	Certified	8.0.2	8.10
GOBI 3000*	Embedded	LTE[5]/EVDO/HSPA	Supported	8.8	
RIM					
7130c	Handset	GPRS	Supported	6.7	8.9.0

[5] LTE is a trademark of ETSI

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7135v	Handset	GPRS	Supported	6.7	8.9.0
7100g	Handset	GPRS	Supported	6.7	8.9.0
7290	Handset	GPRS	Supported	6.7	8.9.0
7250	Handset	1xEVDO/1xRTT	Supported	6.7	8.9.0
7250v	Handset	GPRS	Supported	6.9	8.9.0
8100v	Handset	GPRS	Supported	7.0	8.9.0
8110	Handset	GPRS	Supported	8.0.2	8.10
8120	Handset	EDGE	Supported	7.3	8.9.0
8130	Handset	EVDO	Pending	8.2	9.3.2
8230	Handset	EVDO	Pending	8.2	9.3.2
8300*	Handset	EDGE	Supported	7.3	8.9.0
8320	Handset	EDGE	Supported	8.0.2	8.10
8300v	Handset	UMTS	Supported	7.3	8.9.0
8300c	Handset	UMTS	Supported	7.3	8.9.0
8300	Handset	EVDO	Supported	7.3	8.9.0
8330	Handset	UMTS	Supported	8.0.2	8.10
8520	Handset	UMTS	Supported	8.0.2	8.10
8530	Handset	CDMA	Pending	8.3.2	9.3.2
8703	Handset	UMTS	Supported	8.0.2	8.10
8700v	Handset	GPRS	Supported	6.9	8.9.0
8707v	Handset	UMTS	Supported	6.9	8.9.0
8830	Handset	EVDO	Supported	7.3	8.9.0
8900	Handset	GPRS	Supported	8.0.2	8.10
9000	Handset	GPRS	Certified	7.4	8.9.0
9300	Handset	GPRS	Pending	8.3.2	9.3.2
9630	Handset	EVDO	Pending	8.3.2	9.3.2
9650	Handset	EVDO	Pending	8.3.2	9.3.2
9700	Handset	GPRS	Certified	8.0.2	8.10

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9700a	Handset	GPRS	Pending	8.2	9.3.2
9800	Handset	HSDPA/EDGE	Certified	8.1.2	9.3.2
Samsung					
A900M	Handset	EVDO	Supported	7.3	8.9.0
E317	Handset	GPRS	Supported	6.7	8.9.0
m300	Handset	EVDO	Supported	7.3	8.9.0
m500	Handset	EVDO	Supported	7.3	8.9.0
m510	Handset	EVDO	Supported	7.3	8.9.0
m540	Handset	EVDO	Supported	8.0.2	8.10
m620	Handset	EVDO	Supported	7.3	8.9.0
m630	Handset	EVDO	Supported	8.0.2	8.10
SGH-A727*	Handset	UMTS	Supported	7.0	8.9.0
SGH-A747	Handset	HSDPA	Supported	7.3	8.9.0
SGH-i617*	Handset	HSDPA	Supported	7.3	8.9.0
SGH-i627	Handset	HSDPA	Supported	8.0.2	8.10
SGH-i637	Handset	HSDPA	Supported	8.0.2	8.10
SGH-A737*	Handset	EDGE	Supported	7.3	8.9.0
SGH-A837	Handset	EDGE	Supported	8.0.2	8.10
S105	Handset	GPRS	Supported	6.7	8.9.0
S307	Handset	GPRS	Supported	6.7	8.9.0
SGH300	Handset	GPRS	Supported	6.7	8.9.0
SGH-ZV50	Handset	GPRS	Supported	7.0	8.9.0
SGH-Z560V	Handset	GPRS	Supported	7.0	8.9.0
SGH-Z700	Handset	EVDO	Supported	7.3	8.9.0
SPH-900	Handset	EVDO	Supported	7.3	8.9.0
SPH-920	Handset	EVDO	Supported	7.3	8.9.0
ZX10	Handset	UMTS	Supported	6.7	8.9.0
ZX20	Handset	UMTS	Supported	6.7	8.9.0

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DEVICE	DEVICE TYPE	TECHNOLOGY	STATUS[4]	AT&T GLOBAL NETWORK CLIENT MINIMUM VERSION	LAST SUPPORTED VERSION
i907	Handset	UMTS	Supported	8.0.2	8.10
SGH-A867	Handset	UMTS	Supported	8.0.2	8.10
SGH-A767	Handset	UMTS	Supported	8.0.2	8.10
SGH-A777	Handset	UMTS	Supported	8.0.2	8.10
SGH-A797	Handset	UMTS	Supported	8.0.2	8.10
SGH-A877	Handset	UMTS	Supported	8.0.2	8.10
SGH-A657	Handset	UMTS	Supported	8.0.2	8.10
SGH-A887	Handset	UMTS	Supported	8.0.2	8.10
SGH-A897	Handset	UMTS	Supported	8.0.2	8.10
NC10	Embedded	HSDPA	Supported	8.0.2	8.10
NC20	Embedded	HSDPA	Supported	8.0.2	8.10
Y3100	Embedded	HSDPA	Certified	8.0.2	8.10
Y3300	Embedded	HSDPA	Supported	8.1	9.3.2
N150	Embedded	HSDPA	Supported	8.1	9.3.2
Sanyo					
Katana DLX	Handset	EVDO	Supported	7.3	8.9.0
Katana LX	Handset	EVDO	Supported	7.3	8.9.0
Pro 200	Handset	EVDO	Supported	7.3	8.9.0
Pro 700	Handset	EVDO	Supported	7.3	8.9.0
S1	Handset	EVDO	Supported	7.3	8.9.0
SCP-3100	Handset	EVDO	Supported	7.3	8.9.0
SCP-3200	Handset	EVDO	Supported	7.3	8.9.0
SCP-6650	Handset	EVDO	Supported	7.3	8.9.0
SCP-7050	Handset	EVDO	Supported	7.3	8.9.0
SCP-8400	Handset	EVDO	Supported	7.3	8.9.0
SCP-M1	Handset	EVDO	Supported	7.3	8.9.0
Seiko					
VC701SI*	PC Card	UMTS	Supported	6.7	8.9.0

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DEVICE	DEVICE TYPE	TECHNOLOGY	STATUS[4]	AT&T GLOBAL NETWORK CLIENT MINIMUM VERSION	LAST SUPPORTED VERSION
Siemens					
C61	Handset	GPRS	Supported	6.7	8.9.0
CT56	Handset	GPRS	Supported	6.7	8.9.0
CT66	Handset	GPRS	Supported	6.7	8.9.0
P207	Handset	EDGE	Supported	6.7	8.9.0
P777	Handset	EDGE	Supported	6.7	8.9.0
S46	Handset	GPRS	Supported	6.7	8.9.0
S55	Handset	GPRS	Supported	6.7	8.9.0
S56	Handset	GPRS	Supported	6.7	8.9.0
SL56	Handset	GPRS	Supported	6.7	8.9.0
Sierra Wireless					
Aircard 550	PC Card	1xRTT	Supported	6.7	8.9.0
Aircard 555	PC Card	1xRTT	Supported	6.7	8.9.0
Aircard 580	PC Card	1xEVDO/1xRTT	Supported	6.7	8.9.0
Aircard 595	PC Card	EVDO RevA	Supported	7.0	8.9.0
Aircard 595u	USB	EVDO RevA	Supported	7.1	8.9.0
Aircard C597	ExpressCard	EVDO RevA	Supported	7.1	8.9.0
Aircard 597e	ExpressCard	EVDO RevA	Supported	7.1	8.9.0
Aircard C598	USB	EVDO	Supported	8.0.2	8.10
Aircard 710	PC Card	GPRS	Supported	6.7	8.9.0
Aircard 750	PC Card	GPRS	Supported	6.7	8.9.0
Aircard 775	PC Card	EDGE	Supported	6.4	8.9.0
Aircard 850*	PC Card	HSDPA	Supported	6.7	8.9.0
Aircard 860	PC Card	HSDPA	Supported	6.5	8.9.0
Aircard 875	PC Card	HSDPA	Supported	6.9	8.9.0
Aircard 875u	USB	HSDPA	Supported	7.1	8.9.0
Aircard 881	PC Card	HSDPA 7.2	Supported	7.1	8.9.0
Aircard 881u	USB	HSDPA 7.2	Supported	7.3	8.9.0

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Airprime 3200	PC Card	1xRTT	Supported	6.7	8.9.0
Airprime 3300	PC Card	1xRTT	Supported	6.7	8.9.0
Airprime 5220	PC Card	1xEVDO	Supported	6.7	8.9.0
EM7355	Embedded	LTE/HSPA+	Supported	9.4.1	
HS2300	Embedded	HSDPA	Supported	9.0	
MC5725	Embedded	EVDO	Supported	7.3	8.9.0
MC5727	Embedded	EVDO	Certified	7.4	8.9.0
MC5728	Embedded	EVDO	Supported	8.0.2	8.10
MC7700[6]	Embedded	LTE[7]/HSPA+	Certified	8.8	
MC7500[8]	Embedded	LTE/EVDO/HSPA+	Supported	8.8	
MC8755	Embedded	HSDPA	Supported	6.7	8.9.0
MC8765	Embedded	HSDPA	Supported	6.7	8.9.0
MC8775	Embedded	HSDPA 3.6	Supported	6.7	8.10
MC8780	Embedded	HSDPA 7.2	Supported	7.1	8.9.0
MC8781	Embedded	HSUPA	Supported	7.3	8.10
MC8790	Embedded	HSUPA	Certified	8.0.2	8.10
C885	USB	HSUPA	Certified	7.4	8.9.0
AC402	ExpressCard	EVDO	Certified	8.0.2	8.10
USB305	USB	HSUPA	Supported	8.0.2	8.10
USBConnect Lightning	USB	HSUPA	Certified	8.1	9.3.2
USB306	USB	HSUPA	Supported	8.0.2	8.10
AC 890	USB	HSPA	Certified	8.0.3	8.10
AC 250U	USB	CDMA	Supported	8.2	9.3.2
USB308	USB	HSPA+	Certified	8.3.2	9.3.2
Sprint Branded					

[6] The MC7700 is only approved for the AT&T 4G LTE network.
[7] LTE is a trademark of ETSI
[8] The MC7750 is only approved for the Verizon 4G LTE Network.

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DEVICE	DEVICE TYPE	TECHNOLOGY	STATUS[4]	AT&T GLOBAL NETWORK CLIENT MINIMUM VERSION	LAST SUPPORTED VERSION
T598	???	CDMA	Supported	8.11	9.3.2
Softbank					
C01SI	ExpressCard	HSDPA 3.6	Supported	8.0.2	8.10
Sony Ericsson					
K800	Handset	HSDPA	Supported	7.0	8.9.0
M600/M600i	Handset	HSDPA	Supported	7.0	8.9.0
T68i	Handset	GPRS	Supported	6.7	8.9.0
T300	Handset	GPRS	Supported	6.7	8.9.0
T310	Handset	GPRS	Supported	6.7	8.9.0
T316	Handset	GPRS	Supported	6.7	8.9.0
T610	Handset	GPRS	Supported	6.7	8.9.0
T616	Handset	GPRS	Supported	6.7	8.9.0
T637	Handset	GPRS	Supported	6.7	8.9.0
S710	Handset	EDGE	Supported	6.7	8.9.0
P800	Handset	GPRS	Supported	6.7	8.9.0
P990i	Handset	UMTS	Supported	7.0	8.9.0
W200i	Handset	HSDPA	Supported	7.1	8.9.0
Z500a	Handset	GPRS	Supported	6.7	8.9.0
GC75	PC Card	GPRS	Supported	7.4	8.9.0
GC79	PC Card	GPRS/WiFi	Supported	6.7	8.9.0
GC82	PC Card	EDGE	Supported	6.7	8.9.0
GC83	PC Card	EDGE	Supported	6.7	8.9.0
GC85	PC Card	EDGE	Supported	7.4	8.9.0
GC89	PC Card	EDGE/WiFi	Supported	6.7	8.9.0
GC89c	PC Card	EDGE/WiFi	Supported	6.7	8.9.0
EC400	ExpressCard	HSDPA	Supported	7.4	8.9.0
W760	Handset	HSDPA	Supported	8.0.2	8.10
Bear	Handset	HSDPA	Supported	8.0.2	8.10

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DEVICE	DEVICE TYPE	TECHNOLOGY	STATUS[4]	AT&T GLOBAL NETWORK CLIENT MINIMUM VERSION	LAST SUPPORTED VERSION
W518a	Handset	HSDPA	Supported	8.0.2	8.10
C905	Handset	HSDPA	Supported	8.0.2	8.10
TimesPower					
WM2080B	PC Card	UMTS	Supported	6.9	8.9.0
UT StarComm					
PC-5740SP	PC Card	UMTS	Supported	6.3.4	8.9.0
PC-5750SP	PC Card	UMTS	Supported	6.7	8.9.0
UM100	USB	EVDO	Supported	8.0.2	8.10
UM150	USB	EVDO	Supported	8.0.2	8.10
UM175	USB	EVDO	Supported	8.0.2	8.10
GTX75	Handset	UMTS	Supported	8.0.2	8.10
Verizon Branded					
USB760	USB	CDMA	Supported	8.11	
Vodafone					
Pebble	USB	HSDPA	Supported	7.3	8.9.0
Pebble	USB	HSDPA 7.2	Supported	7.3	8.9.0
Pebble	USB	HSDPA 7.2	Supported	7.3	8.9.0
Anaconda	USB	HSDPA	Supported	7.3	8.9.0
Vodafone VPA Compact III	Handset	UMTS	Supported	7.0	8.9.0
ZTE					
MF626	USB	HSPA (HSDPA)	Supported	8.0.2	8.10
MF630	USB	HSPA (HSDPA)	Supported	7.2	8.9.0
MF633r	USB	HSPA (HSDPA)	Certified	8.0.2	8.10
MF636	USB	HSPA (HSDPA)	Supported	8.3.2	9.3.2
MF180	USB	HSPA (HSDPA)	Supported	8.3.2	9.3.2
MF668	USB	HSPA (HSDPA)	Supported	8.3.2	9.3.2
MZ29	USB	HSDPA	Certified	7.3	8.9.0
MZ10	USB	HSDPA	Certified	7.4	8.9.0

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DEVICE	DEVICE TYPE	TECHNOLOGY	STATUS[4]	AT&T GLOBAL NETWORK CLIENT MINIMUM VERSION	LAST SUPPORTED VERSION
MZ628	USB	HSDPA	Supported	7.4	8.9.0
K3520-Z	USB	HSDPA	Certified	7.4	8.9.0
K3565-Z	USB	HSDPA	Supported	8.0.2	8.10
K3570-Z	USB	HSDPA	Supported	8.1	9.3.2
K3571-Z	USB	HSDPA	Supported	8.1	9.3.2
K3765-Z	USB	HSDPA	Supported	8.0.2	8.10
K4505-Z	USB	HSDPA	Supported	8.0.2	8.10
K3805-Z	USB	HSDPA	Certified	8.0.2	8.10
K3806-Z	USB	HSDPA	Supported	8.2	9.3.2

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Appendix B: Third-Party Firewall Support

The AT&T Global Network Client program uses Internet Protocol to communicate with other computers on the network just like other network programs (such as web browsers and e-mail programs). Third-party personal firewalls can prohibit certain types of network communication. Running multiple firewalls on users' PCs can cause difficulties and is not supported by AT&T.

Some firewalls must be configured to allow the AT&T Global Network Client to communicate with the network in order for client features to function properly. The table below lists the required changes.

Feature	Protocol: Port
Dial Authentication	TCP:5053
Disconnect Warning	UDP:7000
Software Updates	TCP:20,21
SLA Data Collection, Configuration Settings	HTTP/TCP:80

Figure 97: AT&T Global Network Client Firewall Configuration Table

Dial Authentication

The AT&T Global Network Client uses a proprietary enhanced authentication process using TCP port 5053.

Disconnect warning

The AT&T Global Network Client communicates with the dialed gateway after connecting using UDP port 7000 to be notified of pending disconnects. Disconnect time limits are configured in the AT&T Administration Server. If the connection is idle for the specified amount of time a datagram is sent from the gateway to the AT&T Global Network Client and the AT&T Global Network Client displays a warning that the connection will be disconnected in 1 minute unless the user takes the appropriate action.

Maximum inactivity timeouts are set in the AT&T Configuration Server at the account level. The AT&T gateways will timeout inactive connections regardless of the AT&T Global Network Client used. The warning will only be displayed if the AT&T Global Network Client is allowed to communicate on UDP port 7000.

This is not a critical feature, but it is recommended.

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Software updates

The AT&T Global Network Client periodically checks for and downloads updates to the Hotspot Directory and the executable program using anonymous FTP (TCP ports 20/21).

The program update for AT&T Global Network Client, starting in version 7.4.0, should automatically query the user during the connection sequence to retrieve the applicable network settings. The Service Manager will then send the information to the AT&T Global Network Client and enable or restrict program updates based on VPN Client ID and other information provided by the user. This action prevents the user from inadvertently downloading a program update if there is a custom program update available applicable to their Client ID. It also enables the Network Administrator to control if users are able to "Check for Updates" and therefore reduces the risk of different users being on different versions of the AT&T Global Network Client.

Figure 98: Software Updates

For customers that use the AT&T Global Network Client for the Internet service without an Account or User ID, program updates will always be available.

SLA data collection

The AT&T Global Network Client uploads data about all connection attempts using HTTP (TCP:80) to a server after connecting. This data is used for measuring SLAs (Service Level Agreements). If the SLA data is not collected, AT&T will not provide service-level guarantees.

AT&T requires companies to add policy rules to the company's firewall to allow SLA data to be sent to those servers.

Configuration Updates

The AT&T Global Network Client requests configuration settings (like start page, e-mail server, proxy server, etc) from an AT&T Administration Server. The AT&T Global Network Client updates third-party e-mail and browser programs with these settings. AT&T recommends adding policy rules to the firewall to allow updates to be retrieved.

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Appendix D: Integrating with Third Party Software

Although the AT&T Global Network Client contains an integrated VPN client that supports multiple tunnel endpoints, some customers prefer to use a third-party VPN client and use the AT&T Global Network Client to establish an underlying Internet connection. Examples of third party VPN clients the AT&T Global Network Client integrates with are Cisco, Nortel, and NetMotion.

In other cases, the AT&T Global Network Client is used to establish the VPN connection and third party software is used as the underlying Internet connection. This section describes how the AT&T Global Network Client interacts with some third party software clients.

Changes in the NetMotion client status are logged to the message log.

Lenovo Access Connections

Access Connections can be used to establish network connections on a ThinkPad computer. When a Wi-Fi or mobility connection is made, there can be contention between the Lenovo Access Connections client and the AT&T Global Network Client.

The user can specify which software client is in control of the connection by clicking on **Login Properties**, **Preferences** tab, and checking the box next to **Disable Lenovo Access Connections** under the **When this program starts** section. This checkbox is only visible when the Access Connections software is detected on the user's computer.

If this checkbox is checked (default), the AT&T Global Network Client will assume control of both Wi-Fi and mobility access on start up and will disable the Access Connections software if running. If the AT&T Global Network Client does disable Access Connections on start up, it will re-enable it before exiting.

If this checkbox is *not* checked, the AT&T Global Network Client will disable its own Wi-Fi and mobility control and allow Access Connections to control the network access.

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